

Matthew W. Gissendanner

Senior Counsel
Dominion Energy Services, Inc.

220 Operation Way, MC C222, Cayce, SC 29033
DominionEnergy.com



July 13, 2021

VIA ELECTRONIC FILING

The Honorable Jocelyn G. Boyd
Chief Clerk/Administrator
Public Service Commission of South Carolina
101 Executive Center Drive
Columbia, South Carolina 29210

RE: Hardy King v. Dominion Energy South Carolina, Inc.
Docket No. 2021-111-G

Dear Ms. Boyd:

Enclosed on behalf of Dominion Energy South Carolina, Inc. ("DESC" or the "Company") is the Direct Testimony and Exhibit of Cindi G. Hux in the above-captioned docket.

By copy of this letter, we are providing Mr. King and the South Carolina Office of Regulatory Staff with a copy of the enclosed documents and attach a certificate of service to that effect.

If you have any questions, please advise.

Very truly yours,

A handwritten signature in blue ink that reads "Matthew W. Gissendanner".

Matthew W. Gissendanner

MWG/kms
Enclosures

cc: Mr. Hardy King
Andrew M. Bateman, Esquire
Lessie C. Hammonds, Esquire
(all via electronic and U.S. First Class Mail w/enclosures)

BEFORE
THE PUBLIC SERVICE COMMISSION OF
SOUTH CAROLINA
DOCKET NO. 2021-111-G

IN RE:

Hardy King,)
)
Complainant/Petitioner,)
)
v.)
)
Dominion Energy South Carolina, Inc.,)
)
Defendant/Respondent.)
_____)

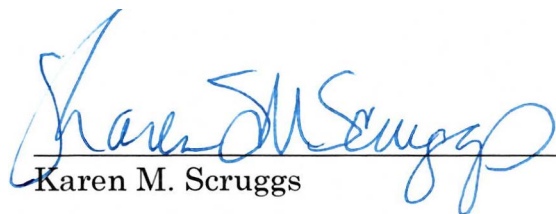
**CERTIFICATE OF
SERVICE**

This is to certify that I have caused to be served this day copies of **Dominion Energy South Carolina, Inc.’s Direct Testimony and Exhibit of Cindi G. Hux** to the persons named below at the addresses set forth via U.S. First Class Mail and electronic mail:

Mr. Hardy King
501 Doncaster Drive
Irmo, SC 29063
hardyking@hardyking.com

Andrew M. Bateman, Esquire
South Carolina Office of Regulatory Staff
1401 Main Street, Suite 900
Columbia, SC 29201
abateman@ors.sc.gov

Lessie C. Hammonds, Esquire
South Carolina Office of Regulatory Staff
1401 Main Street, Suite 900
Columbia, SC 29201
hammonds@ors.sc.gov



Karen M. Scruggs

Columbia, South Carolina

This 13th day of July, 2021

DIRECT TESTIMONY OF

CINDI G. HUX

ON BEHALF OF

DOMINION ENERGY SOUTH CAROLINA, INC.

DOCKET NO. 2021-111-G

**Q. PLEASE STATE YOUR NAME, BUSINESS ADDRESS, AND
CURRENT POSITION.**

A. My name is Cindi G. Hux. My business address is 220 Operation Way, Cayce, South Carolina 29033. I am employed by Dominion Energy South Carolina, Inc. ("DESC" or the "Company") as a Supervisor-Customer Account Management.

Q. PLEASE BRIEFLY SUMMARIZE YOUR DUTIES WITH DESC.

A. I am responsible for the investigation of customer complaints received through the South Carolina Office of Regulatory Staff ("ORS") as well as customer complaints filed with the Public Service Commission of South Carolina ("Commission") requesting a hearing before the Commission. I am also responsible for quality assurance relating to meter operations and accuracy.

1 **Q. PLEASE BRIEFLY SUMMARIZE YOUR INVOLVEMENT IN THIS**
2 **MATTER.**

3 Prior to the filing on his Complaint, I communicated with or
4 attempted to communicate with Mr. King on at least five occasions—June
5 17 (placed a phone call and left a voicemail), June 19 (repeatedly attempted
6 to call by phone but was able to connect), twice on June 29 (spoke via phone
7 and again via email), and July 13 (via email). I am familiar with and have
8 personally reviewed the Company's documents and records that pertain to
9 Mr. King and his wife's account for natural gas service at 501 Doncaster
10 Drive in Irmo, South Carolina.

11 I also responded to the inquiry of the ORS regarding this matter.

12 I assisted DESC's attorney in preparing the Company's Motion to
13 Dismiss and Answer dated April 13, 2021, which was filed in response to
14 the Complaint of Mr. King received by the Commission on or about March
15 26, 2021. I also assisted DESC's attorney in preparing the Company's Reply
16 dated April 21, 2021, which was filed in response to Mr. King's Response to
17 the Company's Motion to Dismiss and Answer, which Mr. King emailed to
18 Commission Hearing Officer Jerisha Dukes on or about April 20, 2021. I
19 have attached a copy of the Company's Motion to Dismiss and Answer and
20 the Company's Reply, as Exhibit No. __ (CGH-1).

1 **Q. DID THE ORS INFORM THE COMPANY OF THE RESULTS OF ITS**
2 **INQUIRY IN THIS MATTER?**

3 A. Yes. The ORS informed the Company that it had determined that
4 the Company had not violated any applicable law and that the applicable
5 Commission regulation provided for the Company to recover undercharges
6 for a twelve-month period. The ORS indicated that it had informed Mr.
7 King of its finding.

8
9 **Q. TO THE BEST OF YOUR KNOWLEDGE, INFORMATION AND**
10 **BELIEF, ARE THE FACTS CONTAINED IN THE COMPANY'S**
11 **MOTION TO DISMISS AND ANSWER TRUE AND ACCURATE?**

12 A. Yes. The Company attached my Verification stating as such to its
13 Motion to Dismiss and Answer filed with this Commission.

14
15 **Q. TO THE BEST OF YOUR KNOWLEDGE, INFORMATION AND**
16 **BELIEF, ARE THE FACTS CONTAINED IN THE COMPANY'S**
17 **REPLY TO MR. KING'S RESPONSE TO THE COMPANY'S MOTION**
18 **TO DISMISS AND ANSWER TRUE AND ACCURATE?**

19 A. Yes. The facts contained in the Company's Reply are true and
20 accurate to the best of my knowledge, information, and belief.

21

1 **Q. DO YOU ADOPT THE FACTS CONTAINED IN THE COMPANY'S**
2 **MOTION TO DISMISS AND ANSWER AND IN THE COMPANY'S**
3 **REPLY AS YOUR TESTIMONY IN THIS PROCEEDING?**

4 A. Yes.

5
6 **Q. TO YOUR KNOWLEDGE, DID THE COMPANY AT ANY TIME**
7 **OFFER TO "TRY AND GET [MR. KING] A CREDIT IN THE**
8 **AMOUNT OF \$100" AS MR. KING ALLEGES IN HIS RESPONSE TO**
9 **THE COMPANY'S MOTION TO DISMISS?**

10 No. I have reviewed the Company's contemporaneous records of its
11 conversations with Mr. King. Those records indicate only that, on a call
12 made by Mr. King to DESC on June 19, 2020, Ms. Bennett advised Mr. King
13 that she had spoken to Danielle Racine who advised that the bill may be
14 around the amount of \$100 but that this was not a definite amount. At no
15 time did the Company offer Mr. King a \$100 credit.

16 I note that in his response dated April 20, 2021, Mr. King does not
17 allege that any offer was made, but only that the lady with whom he spoke
18 "was going to try and get" a \$100 credit.
19
20
21

1 **Q. WOULD A COMPANY REPRESENTATIVE HAVE HAD THE**
2 **AUTHORITY TO OFFER MR. KING A \$100 CREDIT RATHER THAN**
3 **COLLECTING THE FULL TWELVE MONTHS OF**
4 **UNDERCHARGES?**

5 A. No. The Company's Commission-approved General Terms and
6 Conditions for Natural Gas Service ("Natural Gas GT&C"), which are
7 applicable to Mr. and Ms. King, see Natural Gas GT&C, Paragraph I.B.1,
8 specifically provide that "[n]o representative of the Company has authority
9 to modify any rule of the Commission, provisions of Rate Schedules, or to
10 bind the Company by any promise or representation contrary hereto." See
11 Natural Gas GT&C, Paragraph I.B.4.

12 In this case, Commission regulations require that the Company
13 collect a full twelve months of undercharges. See Commission Regulation
14 103-440(6). Therefore, a Company representative would have no authority
15 to offer Mr. King a \$100 credit in lieu of collecting the full twelve months of
16 undercharges because such an offer would modify the existing Commission
17 regulation. If such an offer had been made by the representative, it would
18 not be binding on the Company now.

19
20 **Q. DOES THIS CONCLUDE YOUR DIRECT TESTIMONY?**

21 A. Yes.
22



April 13, 2021

VIA ELECTRONIC FILING

Jerisha Dukes, Esquire
Public Service Commission of South Carolina
101 Executive Center Drive
Columbia, South Carolina 29210

RE: Hardy King v. Dominion Energy South Carolina, Inc.
Motion to Dismiss and Answer of Dominion Energy South Carolina, Inc.
Docket No. 2021-111-E¹

Dear Ms. Dukes:

On or about March 26, 2021, Mr. Hardy King commenced the instant action by filing a complaint with the Public Service Commission of South Carolina ("Commission") regarding the bill for natural gas service at his residence at 501 Doncaster Drive in Irmo, South Carolina.²

By way of this letter, Dominion Energy South Carolina, Inc. ("DESC" or "Company") hereby responds to the Complaint and respectfully requests that the Commission dismiss the Complaint on the ground that it fails to state a claim upon which relief can be granted. While the Commission is considering DESC's request, the Company also requests that the Commission toll the hearing date and the deadlines for filing testimony for all parties in the above-referenced docket.

I. DESC's Motion to Dismiss Mr. King's Complaint

Commission Regulation 103-824 provides that a person may file a written complaint with the Commission "complaining of anything done or omitted to be done by any person under the statutory jurisdiction of the Commission in contravention of any statute, rule, regulation or order administered or issued by the Commission." Section (A)(3) of that regulation further provides that "the act, rule, regulation, order,

¹ This matter was given an "electric" docket designation; however, this complaint is related to billing for natural gas service.

² The account for natural gas service at 501 Doncaster Drive is in the name Ms. Eileen R. King; Mr. Hardy King is listed as a spouse on the account.

Ms. Jerisha Dukes, Esquire
April 13, 2021
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tariff or contract should be specifically identified in the complaint.”

Mr. King has not identified any act, rule, regulation or order administered or issued by the Commission, or any provision in a tariff or contract on file with the Commission, that the Company is alleged to have violated. Indeed, the facts as stated in his complaint demonstrate that DESC has complied with applicable Commission Regulations—specifically, Commission Regulation 103-440(6).

Both Mr. King and the Company agree on the relevant facts: the natural gas meter at 501 Doncaster Drive “went bad” and was “replaced,” and the Company assessed Ms. King’s account \$112.86 in undercharges based on an estimated usage over a twelve-month period.

Where, as here, a customer has been undercharged as a result of a human or machine error, Commission Regulation 103-440(6) specifically provides that DESC “***shall*** recover the deficient amount.” (Emphasis added.) Commission Regulation 103-440(6), then provides the options for the recovery one of which is for “a maximum period of twelve months.” In other words, Ms. King is responsible for the entire 12 months of undercharges and DESC is required by law to collect this amount; the Company has no discretion. The regulation further specifies that “[i]f the usage incurred by that customer during the billing periods subject to adjustment cannot be determined, then the adjustment shall be based on an appropriate estimated usage.” As demonstrated by the allegations in Mr. King’s complaint, that is exactly what the Company did, and Mr. King has not alleged that the Company’s estimate is not appropriate.

Put simply, Mr. King’s Complaint has failed to allege that the Company violated any statute, rule, regulation or order administered or issued by the Commission. Even if true, the allegations in Mr. King’s complaint demonstrate only that the Company complied with the applicable Commission regulations. As such, Mr. King’s Complaint “fail[s] to state facts sufficient to constitute a cause of action,” and his Complaint must be dismissed. See SCRCP Rule 12(b)(6); Jarrell v. Petoseed Co., Inc., 331 S.C. 207, 209, 500 S.E.2d 793, 794 (Ct. App. 1998) (“Viewing the evidence in favor of the plaintiff, the motion must be granted if facts alleged in the complaint and inferences reasonably deducible therefrom do not entitle the plaintiff to relief on any theory of the case.”); FOC Lawshe Ltd. P’ship v. Int’l Paper Co., 352 S.C. 408, 412, 574 S.E.2d 228, 230 (Ct. App. 2002) (“A trial judge may dismiss a claim when the defendant demonstrates the plaintiff’s ‘failure to state facts sufficient to constitute a cause of action’ in the pleadings filed with the court.” (quoting Rule 12(b)(6), SCRCP)).

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DESC further requests that while the Commission is considering the Company's motion, the Commission toll the hearing date and the deadlines for filing testimony for all parties in the above-referenced docket.

Moreover, by copy of this letter, we are also informing Mr. King that, pursuant to Commission Regulation 103-829, his response to this motion is due within ten (10) days after service of the motion. According to our calculations, Mr. King's response is due on or before April 23, 2021.

II. DESC's Answer to Mr. King's Complaint

Turning to the specific allegations in the Complaint, DESC responds as follows:

Any allegations not specifically admitted herein are denied.

King Allegation #1

On the Complaint Form, Mr. King alleges that DESC's "meter went bad" and was "replaced." More specifically, in the letter dated October 15, 2020, attached to his Complaint, Mr. King alleges that in March or April of 2020, a DESC representative knocked on his door, stated that the gas meter was not working properly, and proceeded to replace the Kings' gas meter.

DESC Answer #1: DESC admits that, on May 22, 2020, DESC changed out the natural gas meter at Mr. King's home at 501 Doncaster Dr. in Irmo, South Carolina. This date is confirmed by Company records as well as by the difference in meter number shown on bills provided to Ms. King, the account holder, for natural gas service dated May 22, 2020, and June 24, 2020. These bills are both included in Exhibit A, which is a compilation of all of the Ms. King's bills from January 2019 through March 2021, with confidential customer account information redacted. The bill dated May 22, 2020, demonstrates that usage prior to May 22, 2020, was measured using meter number 000966374; and the bill dated June 24, 2020, demonstrates that usage after May 22, 2020, was measured using meter number 001264407, the Kings' current natural gas meter. DESC denies Mr. King's allegation that a meter change out occurred in "March or April of 2020."

King Allegation #2

Mr. King further alleges that on May 27, 2020, he received a letter from DESC, indicating that DESC had "reviewed our account and identified a possible billing problem;" that DESC had "found our gas meter to be defective" and that the defective meter had "resulted in an underbilling of our natural gas usage for 12 months;" that DESC had "estimated the billing error in the amount [of] [\$]117.50 plus applicable

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April 13, 2021
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taxes for that year;" and that DESC had "offered an option of paying it over a six-month period."

DESC Answer #2: DESC admits that, on May 27, 2020, five days after the meter replacement, the Company sent Ms. King a letter informing her as follows:

Our customers' accounts are continually reviewed to ensure accurate billing. We recently reviewed your natural gas account and identified a possible billing problem with the current usage being inconsistent with the past history. As a result of this review, we have examined your gas meter and found it to be defective and inaccurately registering your gas usage. This defect, unfortunately, has resulted in an under billing of your natural gas usage for 12 months.

We have estimated this under billing amount based upon your prior usage history during similar periods and determined this amount to be approximately \$117.50 plus applicable taxes for that 12 month period. The next bill you receive will reflect the estimated billing for the period in which the meter malfunctioned.

At your request, this estimated amount can be billed in equal increments over a 6 month period to assist in your payment.

A copy of the May 27, 2020 letter is attached hereto as Exhibit B.

King Allegation #3

Mr. King alleges that he "was and have been for years under [DESC's] equal billing option and had been paying somewhere in the \$25, \$27, \$30 amount for years," but that DESC had "recalculated my bill in January of 2020 and readjusted it to \$10/month." Mr. King alleges that he "had always paid the equal pay amount and also had accumulated a surplus in the account."

In his complaint, Mr. King states that he "assume[d]" that the decrease from \$25 per month to \$10 per month "had something to do with" the fact that "[his] kids have grown up and moved away" and that he "knew that there had been rate reductions d[ue] to the failed nuclear plant and Dominion Energy buying out SCE&G" and that rates were being reduced "because of those charges that would no longer be added to the bill."

DESC Answer #3: DESC admits that Ms. King is a Budget Billing customer. Budget Billing is a program designed to help make bills more predictable by allowing the customer to pay the same amount each month for 12 consecutive months. To

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determine the customer's monthly Budget Billing payment amount, DESC averages the customer's 12 previous bills and the projected cost of energy over the next 12 months and divides that amount into 12 equal payments. Changes to the monthly Budget Billing amount may be made during the year if rate changes occur, if the customer adds additional services to his or her account, or if the customer's actual usage changes significantly. An annual adjustment is scheduled after the customer has received 12 monthly bills. At that time, the customer's Budget Billing amount is recalculated based on his or her actual energy charges over the previous 12 months and the projected cost of energy over the next 12 months. The customer's payments and charges are then reconciled. If the total of the customer's payments is not enough to cover his or her actual charges for the previous year (i.e., the customer owes the Company), the customer is given the option to either pay the difference from the previous year in full, or pay the new Budget Billing amount which will include the amount brought forward from the previous year as part of the new monthly payment amount. If the customer's payments are more than his or her actual charges (i.e., the Company owes the customer), the credit balance is applied toward the recalculation of the customer's new Budget Billing amount.

DESC further admits that in January 2019, Ms. King's budget billing amount was recalculated from \$27 per month to \$25 per month. See Billing Statement dated January 24, 2019, included in Exhibit A. DESC further admits that in January 2020, Ms. King's budget billing amount was recalculated from \$25 per month to \$10 per month. See Billing Statement dated January 24, 2020, included in Exhibit A. DESC admits that in January 2021, Ms. King's budget billing amount was recalculated from \$10 per month to \$30 per month and remains at that amount today. See Billing Statement dated January 26, 2021, included in Exhibit A. DESC further admits that its existing records indicate that Ms. King paid the budget billed amount each month and at the time of the annual recalculation of her budget billed amount, Ms. King had the following surpluses in her account: \$31.01 in January 2018, \$12.21 in January 2019, and \$98.37 in January 2020. DESC further admits that Ms. King had a deficit of \$59.56 at the time the amount was recalculated in January 2021.

DESC is without sufficient information to form a reasonable belief as to the truth of Mr. King's allegations regarding his state of mind, i.e., what he "assume[d]" or "knew." DESC is likewise without sufficient information to form a reasonable belief as to the truth of Mr. King's allegation that his kids have grown up and moved away. Because Ms. King is a gas only customer, DESC denies that any charges related to the construction or abandonment of V.C. Summer Units 2 or 3 were ever added to her bill for natural gas service at 501 Doncaster Drive.

DESC avers that, during his conversations with Ms. Hux, that Mr. King stated that he knew that his natural gas meter was not functioning properly but that he did not notify DESC because it was the utility's responsibility to identify the problem and

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correct it. If Mr. King did in fact have “knowledge of being undercharged without notifying the gas utility as such,” then DESC would be entitled by Commission Regulation 103-440(4)(a) (Customer Undercharged Due to Wilfully Misleading Company) to “collect the deficient amount incurred during the entire interval, provided the applicable statute of limitations is not exceeded.” In other words, DESC would be allowed to collect undercharges for more than 12 months, if they existed.

King Allegation #4

Mr. King alleges that DESC “ended up charging me \$112.86 instead of the \$117.50.” Mr. King further alleges that on June 29, 2020, Ms. Hux emailed him a Gas Zero Usage Calculation “showing what was used in 2018/19 and 2016/17, average temperatures and the CCF Use” and “[s]howing how [DESC] calculated what [it was] estimating that I used in that 12 month period and what [DESC was] going to bill me for.”

DESC Answer #4: DESC admits that by bill statement dated June 24, 2020, the Company billed Ms. King \$112.86 for the estimated natural gas usage. See Exhibit A. DESC further admits that, on June 29, 2020, Ms. Hux provided Mr. King the “Gas - Zero Usage Calculations” spreadsheet, which Mr. King attached to his Complaint. DESC further avers that, on July 13, 2020, and in response to further emails from Mr. King, Cindi Hux provided Mr. and Ms. King with the revised “Gas - Zero Usage Calculations” spreadsheet which included two additional columns showing (1) the amount billed per month to arrive at the \$112.86 amount and (2) the monthly price per therm. The revised “Gas – Zero Usage Calculations” spreadsheet is attached hereto as Exhibit C, with confidential customer information redacted.

King Allegation #5

Mr. King alleges that “in his opinion,” he was “[i]ncorrectly charged . . . for past usage.”

DESC Answer #5: This is a statement of opinion and does not require a response; however, DESC avers that the facts set forth in Mr. King’s complaint and applicable Commission Regulation 103-440(6) demonstrate that, upon discovery of the malfunctioning meter which registered no gas usage from May 22, 2019, to May 22, 2020, see Exhibit A, Ms. King was properly assessed \$112.86 in undercharges based on estimated usage over the twelve-month period from May 22, 2019, to May 22, 2020.

King Allegation #6

Mr. King further alleges that DESC “took charges out of” what he characterizes as his “previous overpayments” of “\$10/month for a year or better.”

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DESC Answer #6: DESC admits—and Ms. King’s June 24, 2020, billing statement attached to Mr. King’s Complaint demonstrates—that the Company assessed Ms. King’s account \$112.86 in undercharges consistent with applicable Commission Regulations.

To be clear, DESC did not “t[ake] [the] [under] charges out of” any account. DESC simply assessed the undercharges to Ms. King’s account. Because Ms. King was a budget billing customer, DESC admits that Ms. King was only required to pay a budget billed amount of \$10 per month on her billing statements dated February 24, 2020 through January 26, 2021. As a budget billing customer, any surplus or deficit in her account at her budget billing anniversary is used to calculate her budget billed amount for next year.

To the extent that Mr. King’s characterization of the \$10 per month budget billed amount as “previous overpayments” is considered an allegation of an overpayment, DESC denies that there has been any overpayment. Other than his bald characterization of the \$10 per month budget billed amount (which was in effect for the billing statements dated February 24, 2020, to January 26, 2021), Mr. King has made no allegation of any overpayment and for good reason—he cannot do so. Ms. King’s bills included in Exhibit A demonstrate that the natural gas meter at 501 Doncaster Drive registered no usage from May 22, 2019, to May 22, 2020, the date that it was replaced, and that Ms. King’s account was being assessed only the basic facilities charge (which is assessed regardless of usage) and the Town of Irmo franchise fee. The \$10 per month budget billed amount, an amount that was determined based on a meter that is now known to have not been functioning properly resulting in undercharges, was insufficient to cover basic facilities charge and franchise fee in every month and certainly insufficient to cover the \$112.86 in estimated undercharges that was assessed to her account in June 2020 and her actual natural gas usage that was now being recorded correctly due to the meter replacement on May 22, 2020.

The insufficiency of the \$10 per month budget billed amount—and the fact that there was no overpayment based on that amount—is made plain by the January 26, 2021 billing statement included in Exhibit A. That billing statement demonstrates that there was a deficit of \$59.56 in Ms. King’s account at the time her budget billing amount was adjusted from \$10 per month to \$30 per month in January 2021.

King Allegation #7

Mr. King makes certain other allegations related to his communications with the Company. Specifically, Mr. King then alleges that, on June 3, 2020, he called DESC “to discuss how they had recalculated the amount that I owed and why it took them

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April 13, 2021
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a year to pick up on it.” Mr. King alleges that the customer service representative that he spoke with on June 3, 2020, told him that Billing would call him back and that she would as well but that “[n]either did” so he “called back on June 8 and spoke with someone else, who couldn't help and said Billing would have to call me back, and she would as well.” Mr. King alleges that the customer service representative he spoke with on June 8 “did call back, and informed [him] that Lori Lyles [Johnson] w[ould] call [him] back within 8 hours. Mr. King alleges that “Lola Johnson called [him] back” and “said she would have to research it and call me back” but that he “[n]ever heard anything back from [Ms. Lola Johnson] or [Ms. Lori Lyles Johnson].” Mr. King alleges that he called back on June 15, 2020, but the representative he spoke with said that she could not help, that “Billing would need to help,” and that “Cind[i] Hux would call [him] Tuesday morning.” Mr. King alleges that Ms. Hux did not call him on Tuesday morning so he called again on June 17, had a long conversation with a representative who said she would have Cindi Hux call “after 1 p.m. today.” Mr. King alleges that Ms. Hux “did call around 2:25 p.m.” that day and “left a message” and that he “returned the call” that same day but did not hear back from Ms. Hux. Mr. King alleges that he called DESC on June 19, 2020, and spoke with a customer service representative who “made several attempts to get someone on the phone” while he “was on hold for about 20 minutes.” Mr. King alleges that he “spoke to . . . Mia and Danielle in Billing” and was “offered about \$100 in credit.” Mr. King alleges that one of the individuals he spoke with stated that she “would have to have Cind[i] call me back as soon as Cind[i] got off her existing call.” Mr. King alleges that he called back on June 29, 2020, but didn't get much help. He alleges he “spoke with [a] lady named Cheryl” and “finally got to speak with Cind[i] Hux, who was “not much help” and “gave [him] number to State Regulatory Department to file a complaint.”

DESC Answer #7: These allegations are all wholly irrelevant to the merits of his Complaint.

DESC admits that Mr. King called DESC on June 3, 2020, to discuss the May 27, 2020 letter his wife had received regarding the undercharges that would be assessed on her account. DESC further admits that the customer service representative with whom Mr. King spoke left a message for Danielle Racine to call Mr. King. DESC admits that it has no records of a call from Ms. Racine to Mr. King on June 3.

DESC further admits that Mr. King called DESC on June 8, 2020, and the customer service representative advised Mr. King that his meter had not been functioning properly over the past twelve months and that an estimated underbilled amount of \$117.50 would be assessed on the next bill. DESC further admits that the customer service representative called Mr. King back that same day to advise him that Lori Lyles Johnson would call him back and to allow up to 8 business hours. DESC denies Mr. King's allegation that “[n]ever heard anything back from . . . [Ms. Lori Lyles Johnson] and avers that, less than an hour after his conversation with the customer

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service representative, Ms. Lori Lyles Johnson called Mr. King and left a voicemail for Mr. King to call her back. DESC likewise denies Mr. King's allegation that he spoke with an individual named Lola Johnson who "said she would have to research it and call me back" and avers that the individual that he actually spoke with was Ms. Lori Lyles Johnson.

DESC admits that Mr. King again called DESC on June 15, 2020, and that the customer service representative advised him that Cindi Hux would call him on Tuesday morning, June 16. DESC admits that it has no records of a call from Ms. Hux to Mr. King on June 16.

DESC admits that Mr. King called on June 17, 2020, and spoke to a customer service representative who advised that she would have Ms. Hux call Mr. King "after 1 p.m. today." DESC admits that Ms. Hux called Mr. King that same day and left a message.

DESC admits that Mr. King called DESC on June 19, 2020, and spoke to Lehmelia Bennett. DESC denies that Mr. King was offered about \$100 in credit; rather Ms. Bennett advised Mr. King that she had spoken to Danielle Racine who advised that the bill may be around the amount of \$100 but that this was not a definite amount. Mr. King replied that he was told that info prior and stated his belief that the information was inaccurate. DESC avers that Ms. Hux repeatedly attempted to call Mr. King on June 19, 2020, but received a busy signal each time and was unable to connect.

DESC admits that Mr. King called back on June 29, 2020 and spoke with Sheryl Barnes and Ms. Hux and that Ms. Hux gave him the number to make a complaint with the South Carolina Office of Regulatory Staff.

King Request for Relief

In his Complaint form, Mr. King requests that DESC credit his account in the amount of \$54.32. In his letter dated October Mr. King states that he "would pay \$9.79/month x 7 months—which equaled \$58.54 for the 2019 improper billing and [DESC] would have to pay the January-June date since they let it slide in January when they did the billing, and should have picked it up at that time, and should be responsible for that amount." Confusingly, at the conclusion of his October 15 letter, Mr. King states that he would pay "\$67 of that \$112" (as opposed to only \$58.54 that he agreed to be responsible for earlier in the letter) with the remaining amount of \$45 to "be credited back to [Ms. King's] account."

In his October 15, 2020, letter, Mr. King offers the alternative relief that "[he] be credited \$100 back to my account as the lady in Billing said [DESC] could do."

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DESC Response: As discussed above, Commission Regulation 103-440(6) is clear. Ms. King is responsible for the entire 12 months of undercharges totaling \$112.86, and DESC is required by law to recover this amount. Mr. King's "proposal" to split the charges is inconsistent with the applicable Commission Regulation.

With respect to his alternative proposal, DESC reiterates that Mr. King was never offered a \$100 credit on his account. See DESC Answer #7 above.

By copy of this letter, we are serving this motion to dismiss and answer and the affidavit of Cindi G. Hux upon Mr. King as well as counsel for the ORS and enclose a certificate of service to that effect.

If you have any questions or concerns, please do not hesitate to contact us.

Very truly yours,



Matthew W. Gissendanner

MWG/kms
Enclosures

cc: Mr. Hardy King
Andrew M. Bateman, Esquire
Lessie C. Hammonds, Esquire
(all via electronic mail and U.S. First Class Mail w/ enclosure)

BEFORE
THE PUBLIC SERVICE COMMISSION OF
SOUTH CAROLINA
DOCKET NO. 2021-111-E

IN RE:


Hardy King,)	
)	
Complainant/Petitioner)	CERTIFICATE OF
)	SERVICE
v.)	
)	
Dominion Energy South Carolina, Inc.,)	
)	
Defendant/Respondent.)	
_____)	

This is to certify that I have caused to be served this day one (1) copy of Dominion Energy South Carolina, Inc.'s **Motion to Dismiss and Answer** to the persons named below at the addresses set forth via U.S. First Class Mail and electronic mail:

Mr. Hardy King
501 Doncaster Drive
Irmo, SC 29063
hardyking@hardyking.com

Andrew M. Bateman, Esquire
Office of Regulatory Staff
1401 Main Street, Suite 900
Columbia, SC 29201
abateman@ors.sc.gov

Lessie C. Hammonds, Esquire
Office of Regulatory Staff
1401 Main Street, Suite 900
Columbia, SC 29201
hammonds@ors.sc.gov



Karen M. Scruggs

Columbia, South Carolina

This 13th day of April, 2021

BEFORE
THE PUBLIC SERVICE COMMISSION OF
SOUTH CAROLINA
DOCKET NO. 2021-111-E

IN RE:

Hardy King,

Complainant/Petitioner,

v.

Dominion Energy South Carolina, Inc.

Defendant/Respondent.

AFFIDAVIT


Personally appeared before me Cindi G. Hux who, having first been duly sworn, deposes and states as follows:

1. My name is Cindi G. Hux and I am a Supervisor for Customer Service-Quality Assurance for Dominion Energy South Carolina, Inc. ("DESC" or "Company"). Among other things, I am responsible for the investigation of customer complaints received through the South Carolina Office of Regulatory Staff as well as customer complaints filed with the Public Service Commission of South Carolina ("Commission") requesting a hearing before the Commission. I am competent to make this affidavit.

2. This affidavit is based upon my personal knowledge and review of documents received and maintained in the ordinary course of business by DESC. I am familiar with the records of DESC that pertain to Mr. King and have personally worked on the documents and records concerning Mr. King.

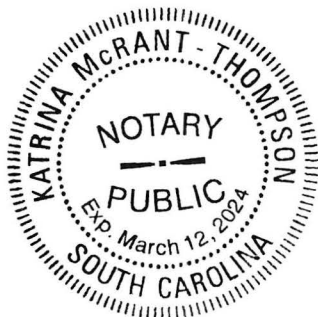
3. I assisted DESC's attorney in preparing the Company's Motion to Dismiss and Answer dated April 13, 2021, which was filed in response to the Complaint of Mr. King received by the Commission on or about March 26, 2021. I have read the Motion to Dismiss and Answer and verify that the information contained therein is true and accurate to best of my knowledge, information and belief.

FURTHER AFFIANT SAYETH NOT.


Cindi G. Hux

Sworn to and subscribed before me
this 13th day of April, 2021


Notary Public for South Carolina
My Commission Expires March 12, 2024





SERVICE FOR
EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

Exhibit No. Page 1 of 5
ACCOUNT NUMBER Page 15 of 113

DATE DUE

No Payment Due

CREDIT BALANCE
-\$12.21

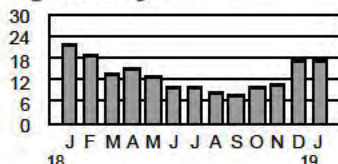
www.sceg.com

CUSTOMER SERVICE 1-800-251-7234
7:00 AM - 9:00 PM, Monday - Friday

EMERGENCY SERVICE 1-888-333-4465
24 HOURS A DAY
Gas leaks, downed lines or power outages

JANUARY STATEMENT GENERATED ON:
Jan 24 2019

Gas Usage History - Therms



	Jan 18	Jan 19
Therms used	22	18
Avg regional temp	44	50
Days in billing period	34	34
Cost	\$37.41	\$32.56

For a complete set of tools to analyze your usage,
log on to sceg.com.

Budget Billing Anniversary Month

During the past 12 months, you have avoided the ups and downs of seasonal utility bills by being among the thousands of customers who budget their payments on our Budget Billing Plan. Your new Budget Billing year will begin next month. Using actual energy charges and the projected cost of energy, we have recalculated your new monthly payment amount.

You have a choice in determining your new Budget Billing monthly amount. Your two options for payment are shown below and described in detail in the **Budget Billing Annual Adjustment** page on your bill. Please feel free to contact us if you have any questions.

YOUR PAYMENT THIS MONTH

Budget Billing Option 1

Current Account Balance	-\$12.21
Amount Due	NONE

Your new Budget Billing amount of \$25.00 will begin next month.

Budget Billing Option 2

Current Budget Billing	\$27.00
Amount Due on 2/13/19	\$27.00

Payment of \$27.00 will result in a new Budget Billing amount of \$23.00 beginning next month.

BUDGET BILLING SUMMARY

Previous Bill Amount	\$27.00
ePayment Received 01/21/19 THANK YOU	-27.00
Current Budget Billing Amount	-12.21
Credit Balance	-\$12.21

No payment is due this month. Your account has a credit balance.

CURRENT ACCOUNT BALANCE

Please refer to the Budget Billing Statement for details.

-\$12.21

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.



00000001551 14 BB 024301781 E

EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

PO Box 100255
Columbia, SC 29202-3255

ACCOUNT NUMBER

DATE DUE

No Payment Due

CREDIT BALANCE

-\$12.21

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www.sceg.com

Payment Options

By Mail: Pay by check or money order in the enclosed envelope.

Online: Visit sceg.com to pay directly from your bank account or credit card.

By Phone: Call 1-800-450-9160, toll-free, 24 hours a day to pay using your credit card, debit card or directly from your bank account. There is a fee of \$3.50 per transaction that BillMatrix receives for providing this service. Additional limitations may apply.

Business Office :

FLORA ST CUSTOMER SERVICE OFFICE,
1213 FLORA ST, COLUMBIA SC 29201

Authorized Payment Agencies:

Visit an authorized payment location near you to pay in person. There is no fee associated with service at an authorized payment location.

ALL SC AND NC WALMARTS

Unauthorized Payment Agencies:

Additional payment centers may exist in your area that are not SCE&G authorized payment locations. While these unauthorized locations may accept your SCE&G payment, they will charge a fee for doing so, and your payment will be delayed in reaching SCE&G.

CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Jan 24 2019

EXHIBIT A
ACCOUNT NUMBER [REDACTED]
Page 16 of 113

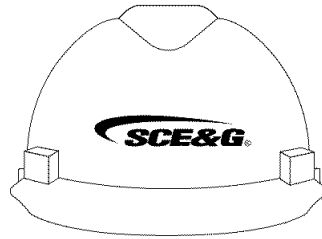
DATE DUE

No Payment Due

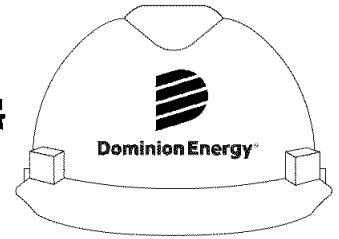
CREDIT BALANCE
-\$12.21

SUMMARY OF CURRENT CHARGES

Gas Charges	\$32.56
Total Current Charges	\$32.56



IS BECOMING



To learn more go to dominionenergy.com/BecomingDominionEnergy



www.sceg.com

CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Jan 24 2019

Exhibit No. Page 3 of 5
ACCOUNT NUMBER Page 17 of 113

DATE DUE

No Payment Due

CREDIT BALANCE
-\$12.21

CURRENT CHARGES

Gas Charges

RATE PLAN

32V - Res Value Service

METER READING

Gas Meter read on 01/22/19 at 07:07 am
(Next scheduled read date 2/20/19)

METER NO.	BILLING PERIOD	DAYS	CURRENT	PREVIOUS	CONSTANT	USAGE (CCF)	BTU FACTOR	THERMS
000966374	12/19/18-01/22/19	34	3648	3630	1	18	1.0260 =	18
Basic Facilities Charge								10.90
Base - First 10 Therms X \$ 1.079940								10.80
Next 8 Therms X (\$ 1.079940 + \$ 0.158830 WNA)								9.91
The Billed WNA Is A Result Of Warmer Than Normal Weather								
Franchise Fee 3.00% Paid To The Town Of Irmo								0.95
Total Gas Charges								\$32.56

Electronic check conversion. When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

Third Party Notification Program is a safety net that allows others to be aware of a situation that may affect your energy service, especially during extreme weather conditions. This program gives you the option of naming another person (such as a friend, relative, neighbor, clergy or social agency) to receive a copy of any disconnection notice sent to you. **The third party is not responsible for paying the bill.** Call 1-800-251-7234 to enroll.

ELECTRONICALLY FILED - 2021 JUL 13 8:01 AM - SCPSC - Docket # 2021-111-G - Page 25 of 121





www.sceg.com

How the Budget Billing Plan Works

Budget Billing is conveniently designed for you to pay the same amount each month for 12 consecutive months. Changes to the monthly Budget Billing amount may be made during the year if rate changes occur, if you add additional services to your account, or if your actual usage changes significantly.

An annual adjustment is scheduled after you have received 12 monthly bills. At this time, your Budget Billing amount is recalculated based on your actual energy charges over the previous 12 months and the projected cost of energy over the next 12 months. Your payments and charges are then reconciled. If the total of your payments is not enough to cover your actual charges for the previous year (you owe us), you will be given the option to either pay the difference from the previous year in full, or pay the new Budget Billing amount which will include the amount brought forward from the previous year as part of the new monthly payment amount. If your payments are more than your actual charges (we owe you), the credit balance will be applied toward the recalculation of your new Budget Billing amount.

Budget Billing payments must be made in full by the due date to avoid a late payment charge of 1.5% of the outstanding billed and unpaid balance and/or being removed from the Budget Billing Plan.

Please call us if you have any questions. Thank you for choosing the Budget Billing Plan.

CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Jan 24 2019

EXHIBIT A
ACCOUNT NUMBER
Page 18 of 113
Page 4 of 5

DATE DUE

No Payment Due

CREDIT BALANCE
-\$12.21

BUDGET BILLING STATEMENT

The table below recaps your Budget Billing activity (including actual charges and Budget Billing payments) since the beginning of your current Budget Billing plan. If you have any questions, please give us a call.

Month		Electric & Gas Charges	+ Installments	Other Charges + & Credits	=	Total Charges	-	Payments/ Adjustments	=	Account Balance
Account Balance at		Annual Adjustment						-31.01		-31.01
Feb	18	36.63	0.00	0.00		36.63		-27.00		-21.38
Mar	18	28.06	0.00	0.00		28.06		-27.00		-20.32
Apr	18	28.12	0.00	0.00		28.12		-27.00		-19.20
May	18	26.35	0.00	0.00		26.35		-27.00		-19.85
Jun	18	22.77	0.00	0.00		22.77		-27.00		-24.08
Jul	18	22.77	0.00	0.00		22.77		-27.00		-28.31
Aug	18	21.62	0.00	0.00		21.62		-27.00		-33.69
Sep	18	20.47	0.00	0.00		20.47		-27.00		-40.22
Oct	18	22.77	0.00	0.00		22.77		-27.00		-44.45
Nov	18	23.24	0.00	0.00		23.24		-27.00		-48.21
Dec	18	30.44	0.00	0.00		30.44		-27.00		-44.77
Jan	19	32.56	0.00	0.00		32.56		0.00		-12.21
Total		315.80	\$0.00	0.00		315.80		-328.01		

Current Account Balance -\$12.21

Your Budget Billing account is scheduled for annual adjustment during the month of January 2020.



BUDGET BILLING ANNUAL ADJUSTMENT

NEXT ANNIVERSARY
January 2020

Each time your Budget Billing plan is renewed, the payment amount is adjusted to reflect anticipated usage and costs over the upcoming 12 months. This recalculation is based on your actual usage over the previous 12 months and the projected cost of energy over the coming 12 months. Also, if there is a difference between what you paid over the past 12 months (total payments) and what your energy would have cost if you had not been on Budget Billing (actual charges), it is included in the payment calculation. If the total of your payments was not enough to cover your actual charges for the previous year (you owe us), you will be given the option to either pay the difference from the previous year in full, or pay the new Budget Billing amount which will include the amount brought forward from the previous year as part of the new monthly payment amount. If your payments were more than your actual charges (we owe you), the credit balance will be applied toward the recalculation of your new Budget Billing amount.

How we calculated your new Budget Billing amount

1. We projected your cost for the next 12 months by using your actual energy charges, and the projected energy cost for the next 12 months, as shown in the following table:

Projected Costs for the Next 12 months

PROJECTED COST OF GAS SERVICE

Month	Therms Used	Projected Cost
Jan 19	18	31.73
Dec 18	18	29.66
Nov 18	11	22.65
Oct 18	10	22.19
Sep 18	8	19.95
Aug 18	9	21.07
Jul 18	10	22.19
Jun 18	10	22.19
May 18	13	25.68
Apr 18	15	27.40
Mar 18	14	27.34
Feb 18	19	35.70

Total Projected Gas Cost \$307.75

2. We calculated your Total Projected Cost by adding your projected energy costs to any other regularly recurring charges you have and then we adjusted the total, based on your "Current Account Balance."

New Budget Billing Amount Calculation

Total Projected Gas Cost	\$307.75
Account Balance Adjustment	-12.21
Total Projected Cost	\$295.54

3. We then calculated your new Budget Billing amount by the following formula:

Total Projected cost / 12 months (rounded up to the next whole dollar) = \$25.00

You may choose Option 1 or Option 2, below:

New Budget Billing Amount - Option 1
\$25.00
Pay \$0.00 this month, and your **new** Budget Billing Amount **beginning next month** will be \$25.00.

New Budget Billing Amount - Option 2
\$23.00
Pay \$27.00 this month, and your **new** Budget Billing Amount **beginning next month** will be \$23.00.



**SERVICE FOR**

EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

EXHIBIT A
ACCOUNT NUMBER [REDACTED] Page 20 of 113 Page 1 of 4

DATE DUE

Mar 14 2019

AMOUNT DUE

\$25.00

www.sceg.com

CUSTOMER SERVICE 1-800-251-7234
7:00 AM - 9:00 PM, Monday - Friday

EMERGENCY SERVICE 1-888-333-4465
24 HOURS A DAY
Gas leaks, downed lines or power outages

FEBRUARY STATEMENT GENERATED ON:
Feb 22 2019

Gas Usage History - Therms

	Feb 18	Feb 19
Therms used	19	16
Avg regional temp	55	49
Days in billing period	29	29
Cost	\$36.63	\$26.71

For a complete set of tools to analyze your usage,
log on to sceg.com.

BUDGET BILLING SUMMARY

Previous Bill Amount	\$-12.21
Adjustments	+ 12.21
Current Budget Billing Amount	25.00
Payment Received No payments received	-0.00
Amount Due	\$25.00

A late payment charge of 1.5% may be added to any balance remaining 25 days after billing.
Any remaining balance after 5:00 PM on 3/25/19 is subject to late payment charges.

CURRENT ACCOUNT BALANCE

Please refer to the Budget Billing Statement for details. \$14.50

SUMMARY OF CURRENT CHARGES

Gas Charges	\$26.71
Total Current Charges	\$26.71

SCE&G is becoming  Dominion Energy®

To learn more go to dominionenergy.com/BecomingDominionEnergy

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT, MAKING SURE THE RETURN ADDRESS SHOWS IN THE ENVELOPE WINDOW.



00000001540 14 BB 053301744 E

EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

PO Box 100255
Columbia, SC 29202-3255

ACCOUNT NUMBER**DATE DUE**

Mar 14 2019

AMOUNT DUE

\$25.00

Please enter amount enclosed.

\$

Write account number on check and make
payable to SCE&G.

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www.sceg.com

Payment Options

By Mail: Pay by check or money order in the enclosed envelope.

Online: Visit scceg.com to pay directly from your bank account or credit card.

By Phone: Call 1-800-450-9160, toll-free, 24 hours a day to pay using your credit card, debit card or directly from your bank account. There is a fee of \$3.50 per transaction that BillMatrix receives for providing this service. Additional limitations may apply.

Business Office :

FLORA ST CUSTOMER SERVICE OFFICE,
1213 FLORA ST, COLUMBIA SC 29201

Authorized Payment Agencies:

Visit an authorized payment location near you to pay in person. There is no fee associated with service at an authorized payment location.

ALL SC AND NC WALMARTS

Unauthorized Payment Agencies:

Additional payment centers may exist in your area that are not SCE&G authorized payment locations. While these unauthorized locations may accept your SCE&G payment, they will charge a fee for doing so, and your payment will be delayed in reaching SCE&G.

CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Feb 22 2019

Exhibit No. _____
ACCOUNT NUMBER _____

DATE DUE

Mar 14 2019

AMOUNT DUE

\$25.00

CURRENT CHARGES

Gas Charges

RATE PLAN

32V - Res Value Service

METER READING

Gas Meter read on 02/20/19 at 08:08 am
(Next scheduled read date 3/21/19)

METER NO.	BILLING PERIOD	DAYS	CURRENT	PREVIOUS	CONSTANT	USAGE (CCF)	BTU FACTOR	THERMS
000966374	01/22/19-02/20/19	29	3664	3648	1	16	1.0230 =	10.90
Basic Facilities Charge								10.90
Base - First 10 Therms X \$ 0.995940								9.96
Next 6 Therms X (\$ 0.995940 + \$ 0.070590 WNA) - \$ 1.33								5.07
The Billed WNA Is A Result Of Warmer Than Normal Weather								
Franchise Fee 3.00% Paid To The Town Of Irmo								0.78
Total Gas Charges								\$26.71

ADJUSTMENTS

Prepayment of Budget Billing	12.21
Total Adjustments	\$12.21

In its order approving SCANA Corporation's merger with Dominion Energy, Inc., the Public Service Commission of South Carolina ordered SCE&G to provide an annual bill credit to natural gas customers in 2019, 2020, and 2021. The annual credit for 2019 has been applied to this month's bill. The annual credits for 2020 and 2021 will be applied to customer bills for the January billing cycle in each of those years.

Electronic check conversion. When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.



www.sceg.com

CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Feb 22 2019

EXHIBIT A
Exhibit No. _____ Page 3 of 4
ACCOUNT NUMBER _____ Page 22 of 113

DATE DUE

Mar 14 2019

AMOUNT DUE

\$25.00

Third Party Notification Program is a safety net that allows others to be aware of a situation that may affect your energy service, especially during extreme weather conditions. This program gives you the option of naming another person (such as a friend, relative, neighbor, clergy or social agency) to receive a copy of any disconnection notice sent to you. ***The third party is not responsible for paying the bill.*** Call 1-800-251-7234 to enroll.

ELECTRONICALLY FILED - 2021 July 13 8:01 AM - SCPSC - Docket # 2021-111-G - Page 30 of 121





www.sceg.com

How the Budget Billing Plan Works

Budget Billing is conveniently designed for you to pay the same amount each month for 12 consecutive months. Changes to the monthly Budget Billing amount may be made during the year if rate changes occur, if you add additional services to your account, or if your actual usage changes significantly.

An annual adjustment is scheduled after you have received 12 monthly bills. At this time, your Budget Billing amount is recalculated based on your actual energy charges over the previous 12 months and the projected cost of energy over the next 12 months. Your payments and charges are then reconciled. If the total of your payments is not enough to cover your actual charges for the previous year (you owe us), you will be given the option to either pay the difference from the previous year in full, or pay the new Budget Billing amount which will include the amount brought forward from the previous year as part of the new monthly payment amount. If your payments are more than your actual charges (we owe you), the credit balance will be applied toward the recalculation of your new Budget Billing amount.

Budget Billing payments must be made in full by the due date to avoid a late payment charge of 1.5% of the outstanding billed and unpaid balance and/or being removed from the Budget Billing Plan.

Please call us if you have any questions. Thank you for choosing the Budget Billing Plan.

CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Feb 22 2019

EXHIBIT A
ACCOUNT NUMBER
Page 23 of 113

DATE DUE

Mar 14 2019

AMOUNT DUE

\$25.00

BUDGET BILLING STATEMENT

The table below recaps your Budget Billing activity (including actual charges and Budget Billing payments) since the beginning of your current Budget Billing plan. If you have any questions, please give us a call.

Month	Electric & Gas Charges	+ Installments	+ Other Charges & Credits	=	Total Charges	- Payments/ Adjustments	=	Account Balance
Account Balance at		Annual Adjustment				-12.21		-12.21
Feb 19	26.71	0.00	0.00		26.71	0.00		14.50
Total	26.71	\$0.00	0.00		26.71	-12.21		

Current Account Balance \$14.50

Your Budget Billing account is scheduled for annual adjustment during the month of January 2020.

ELECTRONICALLY FILED - 2021 July 13 8:01 AM - SCPSC - Docket # 2021-111-G - Page 31 of 121





SERVICE FOR

EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

EXHIBIT A
ACCOUNT NUMBER Page 24 of 113 Page 1 of 3

DATE DUE
Apr 12 2019

AMOUNT DUE
\$25.00

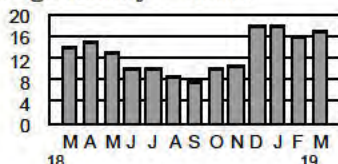
www.sceg.com

CUSTOMER SERVICE 1-800-251-7234
7:00 AM - 9:00 PM, Monday - Friday

EMERGENCY SERVICE 1-888-333-4465
24 HOURS A DAY
Gas leaks, downed lines or power outages

MARCH STATEMENT GENERATED ON:
Mar 25 2019

Gas Usage History - Therms



	Mar 18	Mar 19
Therms used	14	17
Avg regional temp	57	54
Days in billing period	29	29
Cost	\$28.06	\$29.11

For a complete set of tools to analyze your usage,
log on to sceg.com.

BUDGET BILLING SUMMARY

Previous Bill Amount	\$25.00
ePayment Received 03/23/19 THANK YOU	-25.00
Current Budget Billing Amount	25.00

Amount Due \$25.00

A late payment charge of 1.5% may be added to any balance remaining 25 days after billing.
Any remaining balance after 5:00 PM on 4/24/19 is subject to late payment charges.

CURRENT ACCOUNT BALANCE

Please refer to the Budget Billing Statement for details. \$18.61

SUMMARY OF CURRENT CHARGES

Gas Charges	\$29.11
Total Current Charges	\$29.11

CURRENT CHARGES

Gas Charges

RATE PLAN
32V - Res Value Service

METER READING
Gas Meter read on 03/21/19 at 07:07 am
(Next scheduled read date 4/22/19)

METER NO.	BILLING PERIOD	DAYS	CURRENT	PREVIOUS	CONSTANT	USAGE (CCF)	BTU FACTOR	THERMS
000966374	02/20/19-03/21/19	29	3681	3664	1	17	1.0220 =	17.1
Basic Facilities Charge								10.90
Base - First 10 Therms X \$ 0.995940								9.96
Next 7 Therms X (\$ 0.995940 + \$ 0.060510 WNA)								7.40
The Billed WNA Is A Result Of Warmer Than Normal Weather								
Franchise Fee 3.00% Paid To The Town Of Irmo								0.85
Total Gas Charges								\$29.11

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT, MAKING SURE THE RETURN ADDRESS SHOWS IN THE ENVELOPE WINDOW.



00000001084 14 BB 084301742 E

EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

PO Box 100255
Columbia, SC 29202-3255

ACCOUNT NUMBER

DATE DUE

Apr 12 2019

AMOUNT DUE

\$25.00

Please enter amount enclosed.

\$

Write account number on check and make
payable to SCE&G.



ELECTRONICALLY FILED - 2021 July 13 8:01 AM - SCPSC - Docket # 2021-1115-G Page 32 of 121



www.sceg.com

Payment Options

By Mail: Pay by check or money order in the enclosed envelope.

Online: Visit sceg.com to pay directly from your bank account or credit card.

By Phone: Call 1-800-450-9160, toll-free, 24 hours a day to pay using your credit card, debit card or directly from your bank account. There is a fee of \$3.50 per transaction that BillMatrix receives for providing this service. Additional limitations may apply.

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CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Mar 25 2019

EXHIBIT A
Exhibit No. Page (CG-92)
ACCOUNT NUMBER Page 25 of 113 Page 2 of 3

DATE DUE

Apr 12 2019

AMOUNT DUE

\$25.00

Our customer service department will be closed Friday, April 19, in observance of Good Friday. You can make payments and payment arrangements anytime at sceg.com. For electric and gas emergencies, call 1-888-333-4465.

Electronic check conversion. When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

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www.sceg.com

How the Budget Billing Plan Works

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An annual adjustment is scheduled after you have received 12 monthly bills. At this time, your Budget Billing amount is recalculated based on your actual energy charges over the previous 12 months and the projected cost of energy over the next 12 months. Your payments and charges are then reconciled. If the total of your payments is not enough to cover your actual charges for the previous year (you owe us), you will be given the option to either pay the difference from the previous year in full, or pay the new Budget Billing amount which will include the amount brought forward from the previous year as part of the new monthly payment amount. If your payments are more than your actual charges (we owe you), the credit balance will be applied toward the recalculation of your new Budget Billing amount.

Budget Billing payments must be made in full by the due date to avoid a late payment charge of 1.5% of the outstanding billed and unpaid balance and/or being removed from the Budget Billing Plan.

Please call us if you have any questions. Thank you for choosing the Budget Billing Plan.

CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Mar 25 2019

EXHIBIT A
ACCOUNT NUMBER [REDACTED]
Page 26 of 113

DATE DUE

Apr 12 2019

AMOUNT DUE

\$25.00

BUDGET BILLING STATEMENT

The table below recaps your Budget Billing activity (including actual charges and Budget Billing payments) since the beginning of your current Budget Billing plan. If you have any questions, please give us a call.

Month		Electric & Gas Charges	+ Installments	+ Other Charges & Credits	=	Total Charges	- Payments/ Adjustments	=	Account Balance
Account Balance at		Annual Adjustment					-12.21		-12.21
Feb	19	26.71	0.00	0.00		26.71	-25.00		-10.50
Mar	19	29.11	0.00	0.00		29.11	0.00		18.61
Total		55.82	\$0.00	0.00		55.82	-37.21		

Current Account Balance \$18.61

Your Budget Billing account is scheduled for annual adjustment during the month of January 2020.

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SERVICE FOR

EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

Exhibit No. Page 1 of 3
ACCOUNT NUMBER Page 27 of 113

DATE DUE

No Payment Due

CREDIT BALANCE
-\$230.00

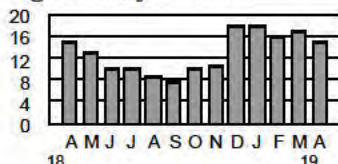
www.sceg.com

CUSTOMER SERVICE 1-800-251-7234
7:00 AM - 9:00 PM, Monday - Friday

EMERGENCY SERVICE 1-888-333-4465
24 HOURS A DAY
Gas leaks, downed lines or power outages

APRIL STATEMENT GENERATED ON:
Apr 24 2019

Gas Usage History - Therms



	Apr 18	Apr 19
Therms used	15	15
Avg regional temp	59	61
Days in billing period	30	32
Cost	\$28.12	\$26.62

For a complete set of tools to analyze your usage,
log on to sceg.com.

BUDGET BILLING SUMMARY

Previous Bill Amount	\$25.00
ePayment Received 04/13/19 THANK YOU	-25.00
ePayment Received 04/13/19 THANK YOU	-255.00
Current Budget Billing Amount	25.00
Credit Balance	-\$230.00

No payment is due this month. Your account has a credit balance.

CURRENT ACCOUNT BALANCE

Please refer to the Budget Billing Statement for details. -\$234.77

SUMMARY OF CURRENT CHARGES

Gas Charges	\$26.62
Total Current Charges	\$26.62

CURRENT CHARGES

Gas Charges

RATE PLAN

32V - Res Value Service

METER READING

Gas Meter read on 04/22/19 at 06:47 am
(Next scheduled read date 5/22/19)

METER NO.	BILLING PERIOD	DAYS	CURRENT	PREVIOUS	CONSTANT	USAGE (CCF)	BTU FACTOR	THERMS
000966374	03/21/19-04/22/19	32	3696	3681	1	15	1.0230 =	15.11
Basic Facilities Charge								10.90
Base - 15 Therms X \$ 0.995940								14.94
Franchise Fee 3.00% Paid To The Town Of Irmo								0.78
Total Gas Charges								\$26.62

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.



ACCOUNT NUMBER

DATE DUE

No Payment Due

CREDIT BALANCE

-\$230.00

00000001566 14 BB 114301804 E

EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

PO Box 100255
Columbia, SC 29202-3255

ELECTRONICALLY FILED - 2021 July 13 8:01 AM - SCFSC - Docket # 2021-111-G - Page 35 of 121





www.sceg.com

Payment Options

By Mail: Pay by check or money order in the enclosed envelope.

Online: Visit sceg.com to pay directly from your bank account or credit card.

By Phone: Call 1-800-450-9160, toll-free, 24 hours a day to pay using your credit card, debit card or directly from your bank account. There is a fee of \$3.50 per transaction that BillMatrix receives for providing this service. Additional limitations may apply.

Business Office :

FLORA ST CUSTOMER SERVICE OFFICE,
1213 FLORA ST, COLUMBIA SC 29201

Authorized Payment Agencies:

Visit an authorized payment location near you to pay in person. There is no fee associated with service at an authorized payment location.

ALL SC AND NC WALMARTS

Unauthorized Payment Agencies:

Additional payment centers may exist in your area that are not SCE&G authorized payment locations. While these unauthorized locations may accept your SCE&G payment, they will charge a fee for doing so, and your payment will be delayed in reaching SCE&G.

CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Apr 24 2019

EXHIBIT A
Exhibit No. Page (CG-92)
ACCOUNT NUMBER Page 28 of 113 Page 2 of 3

DATE DUE

No Payment Due

CREDIT BALANCE

-\$230.00

Our customer service department will be closed Monday, May 27, in observance of Memorial Day. You can make payments and payment arrangements anytime at sceg.com. For electric and gas emergencies, call 1-888-333-4465.

Electronic check conversion. When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

Third Party Notification Program is a safety net that allows others to be aware of a situation that may affect your energy service, especially during extreme weather conditions. This program gives you the option of naming another person (such as a friend, relative, neighbor, clergy or social agency) to receive a copy of any disconnection notice sent to you. ***The third party is not responsible for paying the bill.*** Call 1-800-251-7234 to enroll.



www.sceg.com

How the Budget Billing Plan Works

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An annual adjustment is scheduled after you have received 12 monthly bills. At this time, your Budget Billing amount is recalculated based on your actual energy charges over the previous 12 months and the projected cost of energy over the next 12 months. Your payments and charges are then reconciled. If the total of your payments is not enough to cover your actual charges for the previous year (you owe us), you will be given the option to either pay the difference from the previous year in full, or pay the new Budget Billing amount which will include the amount brought forward from the previous year as part of the new monthly payment amount. If your payments are more than your actual charges (we owe you), the credit balance will be applied toward the recalculation of your new Budget Billing amount.

Budget Billing payments must be made in full by the due date to avoid a late payment charge of 1.5% of the outstanding billed and unpaid balance and/or being removed from the Budget Billing Plan.

Please call us if you have any questions. Thank you for choosing the Budget Billing Plan.

CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Apr 24 2019

EXHIBIT A
ACCOUNT NUMBER [REDACTED]
Page 29 of 113

DATE DUE

No Payment Due

CREDIT BALANCE
-\$230.00

BUDGET BILLING STATEMENT

The table below recaps your Budget Billing activity (including actual charges and Budget Billing payments) since the beginning of your current Budget Billing plan. If you have any questions, please give us a call.

Month		Electric & Gas Charges	+ Installments	+ Other Charges & Credits	=	Total Charges	- Payments/ Adjustments	=	Account Balance
Account Balance at		Annual Adjustment					-12.21		-12.21
Feb	19	26.71	0.00	0.00		26.71	-25.00		-10.50
Mar	19	29.11	0.00	0.00		29.11	-280.00		-261.39
Apr	19	26.62	0.00	0.00		26.62	0.00		-234.77
Total		82.44	\$0.00	0.00		82.44	-317.21		
Current Account Balance									-\$234.77

Your Budget Billing account is scheduled for annual adjustment during the month of January 2020.

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SERVICE FOR

EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

EXHIBIT A
ACCOUNT NUMBER [REDACTED] Page 1 of 3
Page 30 of 113

TOTAL AMOUNT DUE
\$50.38

CUSTOMER SERVICE 1-800-251-7234
7am - 9pm, Monday - Friday

EMERGENCY SERVICE 1-888-333-4465
24 HOURS A DAY
Gas leaks, downed lines or power outages

MAY STATEMENT GENERATED ON:
May 24 2019

Gas Usage History - Therms



	May 18	May 19
Therms used	13	6
Avg regional temp	72	73
Days in billing period	32	30
Cost	\$26.35	\$17.39

For a complete set of tools to analyze your usage, log on to DominionEnergySC.com.

Dominion Energy South Carolina

DominionEnergySC.com

Did You Forget?

To remain on the Budget Billing Plan, please pay in full by the due date indicated. If removed from Budget Billing, regular billing and collection procedures will result with late payment charges applied based on the Current Budget Billing Plan Balance from your last Budget Billing Plan bill.

BUDGET BILLING SUMMARY

Previous Bill Amount	\$-230.00
Payment Reversal	255.00
Current Budget Billing Amount	25.00
Other Charges & Credits	0.38

Amount Due \$50.38

A late payment charge of 1.5% may be added to any balance remaining 25 days after billing.

CURRENT ACCOUNT BALANCE

Please refer to the Budget Billing Statement for details. \$38.00

SUMMARY OF CURRENT CHARGES

Gas Charges	\$17.39
Other Charges & Credits	0.38
Total Current Charges	\$17.77

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT, MAKING SURE THE RETURN ADDRESS SHOWS IN THE ENVELOPE WINDOW.

**Dominion Energy
South Carolina**

Your account is Past Due

PAST DUE AMOUNT	+	CURRENT CHARGES	=	TOTAL AMOUNT DUE
\$25.00 due 6/10/19		\$25.38 due 6/13/19		\$50.38

ACCOUNT NUMBER

[REDACTED]

00000001569 14 N1 144301726 E

EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

PO Box 100255
Columbia, SC 29202-3255

Please enter amount enclosed.

\$

Write account number on check.

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CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

May 24 2019

TOTAL AMOUNT DUE
\$50.38

Payment Options

By Mail: Pay by check or money order in the enclosed envelope.

Online: Visit DominionEnergySC.com to pay directly from your bank account or credit card.

By Phone: Call 1-800-450-9160, 24 hours a day, to pay using your credit card, debit card or directly from your bank account. There is a fee of \$3.50 per transaction that BillMatrix receives for providing this service. Additional limitations may apply.

Business Office :

FLORA ST CUSTOMER SERVICE OFFICE,
1213 FLORA ST, COLUMBIA SC 29201

Authorized Payment Agencies:

Visit an authorized payment location near you to pay in person. There is no fee associated with service at an authorized payment location.

ALL SC AND NC WALMARTS

Unauthorized Payment Agencies:

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CURRENT CHARGES

Gas Charges

RATE PLAN

32V - Res Value Service

METER READING

Gas Meter read on 05/22/19 at 06:46 am
(Next scheduled read date 6/20/19)

METER NO.	BILLING PERIOD	DAYS	CURRENT	PREVIOUS	CONSTANT	USAGE (CCF)	BTU FACTOR	THERMS
000966374	04/22/19-05/22/19	30	3702	3696	1	6	1.0260 =	
Basic Facilities Charge								10.90
Base - 6 Therms X \$ 0.995940								5.98
Franchise Fee 3.00% Paid To The Town Of Irmo								0.51
Total Gas Charges								\$17.39

Other Charges & Credits

Late Payment Charge	0.38
Total Other Charges & Credits	\$0.38

Electronic check conversion. When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

Third Party Notification Program is a safety net that allows others to be aware of a situation that may affect your energy service, especially during extreme weather conditions. This program gives you the option of naming another person (such as a friend, relative, neighbor, clergy or social agency) to receive a copy of any disconnection notice sent to you. **The third party is not responsible for paying the bill.** Call 1-800-251-7234 to enroll.

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BUDGET BILLING STATEMENT

The table below recaps your Budget Billing activity (including actual charges and Budget Billing payments) since the beginning of your current Budget Billing plan. If you have any questions, please give us a call.

Month		Electric & Gas Charges	+ Installments	+ Other Charges & Credits	=	Total Charges	- Payments/ Adjustments	=	Account Balance
Account Balance at		Annual Adjustment					-12.21		-12.21
Feb	19	26.71	0.00	0.00		26.71	-25.00		-10.50
Mar	19	29.11	0.00	0.00		29.11	-280.00		-261.39
Apr	19	26.62	0.00	0.00		26.62	255.00		20.23
May	19	17.39	0.00	0.38		17.77	0.00		38.00
Total		99.83	\$0.00	0.38		100.21	-62.21		

Current Account Balance \$38.00

Your Budget Billing account is scheduled for annual adjustment during the month of January 2020.



SERVICE FOR

EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

EXHIBIT A
ACCOUNT NUMBER [REDACTED] Page 33 of 113 Page 1 of 4

DATE DUE
Jul 16 2019

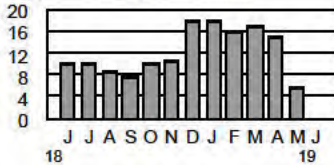
AMOUNT DUE
\$25.00

CUSTOMER SERVICE 1-800-251-7234
7am - 9pm, Monday - Friday

EMERGENCY SERVICE 1-888-333-4465
24 HOURS A DAY
Gas leaks, downed lines or power outages

JUNE STATEMENT GENERATED ON:
Jun 24 2019

Gas Usage History - Therms



	Jun 18	Jun 19
Therms used	10	0
Avg regional temp	81	80
Days in billing period	30	29
Cost	\$22.77	\$11.23

For a complete set of tools to analyze your usage, log on to DominionEnergySC.com.

Dominion Energy South Carolina

DominionEnergySC.com

BUDGET BILLING SUMMARY

Previous Bill Amount	\$50.38
ePayment Received 05/29/19 THANK YOU	-25.00
ePayment Received 06/17/19 THANK YOU	-25.38
Current Budget Billing Amount	25.00

Amount Due on 7/16/19 \$25.00

A late payment charge of 1.5% may be added to any balance remaining 25 days after billing.
Any remaining balance after 5pm on 7/25/19 is subject to late payment charges.

CURRENT ACCOUNT BALANCE

Please refer to the Budget Billing Statement for details. -\$1.15

SUMMARY OF CURRENT CHARGES

Gas Charges	\$11.23
Total Current Charges	\$11.23

SCE&G is now



Dominion Energy®

To learn more visit DominionEnergySC.com

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT, MAKING SURE THE RETURN ADDRESS SHOWS IN THE ENVELOPE WINDOW.

**Dominion Energy
South Carolina**

00000001564 14 BB 175301763 E

EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

PO Box 100255
Columbia, SC 29202-3255

ACCOUNT NUMBER

DATE DUE

Jul 16 2019

AMOUNT DUE

\$25.00

Please enter amount enclosed.

\$

Write account number on check.

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CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Jun 24 2019

EXHIBIT A
ACCOUNT NUMBER [REDACTED]
Page 34 of 113

DATE DUE

Jul 16 2019

AMOUNT DUE

\$25.00

Payment Options

By Mail: Pay by check or money order in the enclosed envelope.

Online: Visit DominionEnergySC.com to pay directly from your bank account or credit card.

By Phone: Call 1-800-450-9160, 24 hours a day, to pay using your credit card, debit card or directly from your bank account. There is a fee of \$3.50 per transaction that BillMatrix receives for providing this service. Additional limitations may apply.

Business Office :

FLORA ST CUSTOMER SERVICE OFFICE,
1213 FLORA ST, COLUMBIA SC 29201

Authorized Payment Agencies:

Visit an authorized payment location near you to pay in person. There is no fee associated with service at an authorized payment location.

ALL SC AND NC WALMARTS

Unauthorized Payment Agencies:

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CURRENT CHARGES

Gas Charges

RATE PLAN

32V - Res Value Service

METER READING

Gas Meter read on 06/20/19 at 06:40 am
(Next scheduled read date 7/23/19)

METER NO.	BILLING PERIOD	DAYS	CURRENT	PREVIOUS	CONSTANT	USAGE (CCF)	BTU FACTOR	THERMS
000966374	05/22/19-06/20/19	29	3702	3702	1	0	1.0270 =	
Basic Facilities Charge								10.90
Base - 0 Therms X \$ 1.049080								0.00
Franchise Fee 3.00% Paid To The Town Of Irmo								0.33
Total Gas Charges								\$11.23

Excess Flow Valves (EFVs) are designed to shut off the flow of natural gas automatically if the service line that runs from Dominion Energy South Carolina's system to your meter breaks (e.g., excavation damage), thereby lessening the possibility of injury or property damage. An EFV is not required for the normal, safe operation of your service, but at your request, we will install one on your service line at a mutually agreeable date provided that the load does not exceed 1,000 standard cubic feet per hour and that certain conditions in 49 C.F.R. 192.383(c) are not present. If you request an EFV, the cost to have an EFV installed on your existing service generally ranges from \$500 to \$2,500, which would cover the costs of installation, maintenance, and any future replacement. For more information, call 1-800-251-7234 or visit DominionEnergySC.com/gassafety for more information.

Our customer service department will be closed Thursday, July 4, in observance of Independence Day. You can make payments and payment arrangements anytime at DominionEnergySC.com. For electric and gas emergencies, call 1-888-333-4465.

Electronic check conversion. When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

EXHIBIT A
Exhibit No. Page 2 of 4
ACCOUNT NUMBER Page 35 of 113

CUSTOMER SERVICE
1-800-251-7234

STATEMENT DATE
Jun 24 2019

DATE DUE
Jul 16 2019

AMOUNT DUE
\$25.00

Third Party Notification Program is a safety net that allows others to be aware of a situation that may affect your energy service, especially during extreme weather conditions. This program gives you the option of naming another person (such as a friend, relative, neighbor, clergy or social agency) to receive a copy of any disconnection notice sent to you. ***The third party is not responsible for paying the bill.*** Call 1-800-251-7234 to enroll.



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Budget Billing payments must be made in full by the due date to avoid a late payment charge of 1.5% of the outstanding billed and unpaid balance and/or being removed from the Budget Billing Plan.

Please call us if you have any questions. Thank you for choosing the Budget Billing Plan.

BUDGET BILLING STATEMENT

The table below recaps your Budget Billing activity (including actual charges and Budget Billing payments) since the beginning of your current Budget Billing plan. If you have any questions, please give us a call.

Month		Electric & Gas Charges	+ Installments	Other Charges + & Credits	=	Total Charges	-	Payments/ Adjustments	=	Account Balance
Account Balance at		Annual Adjustment						-12.21		-12.21
Feb	19	26.71	0.00	0.00		26.71		-25.00		-10.50
Mar	19	29.11	0.00	0.00		29.11		-280.00		-261.39
Apr	19	26.62	0.00	0.00		26.62		255.00		20.23
May	19	17.39	0.00	0.38		17.77		-50.38		-12.38
Jun	19	11.23	0.00	0.00		11.23		0.00		-1.15
Total		111.06	\$0.00	0.38		111.44		-112.59		
										Current Account Balance
										-\$1.15

Your Budget Billing account is scheduled for annual adjustment during the month of January 2020.



SERVICE FOR

EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

EXHIBIT A
ACCOUNT NUMBER XXXXXXXXXX Page 1 of 3
Page 37 of 113

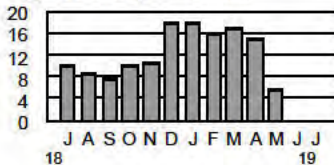
TOTAL AMOUNT DUE
\$50.38

CUSTOMER SERVICE 1-800-251-7234
7am - 9pm, Monday - Friday

EMERGENCY SERVICE 1-888-333-4465
24 HOURS A DAY
Gas leaks, downed lines or power outages

JULY STATEMENT GENERATED ON:
Jul 25 2019

Gas Usage History - Therms



	Jul 18	Jul 19
Therms used	10	0
Avg regional temp	84	83
Days in billing period	32	33
Cost	\$22.77	\$11.23

For a complete set of tools to analyze your usage, log on to DominionEnergySC.com.

Dominion Energy South Carolina

DominionEnergySC.com

Did You Forget?

To remain on the Budget Billing Plan, please pay in full by the due date indicated. If removed from Budget Billing, regular billing and collection procedures will result with late payment charges applied based on the Current Budget Billing Plan Balance from your last Budget Billing Plan bill.

BUDGET BILLING SUMMARY

Previous Bill Amount	\$25.00
Current Budget Billing Amount	25.00
Payment Received No payments received	-0.00
Other Charges & Credits	0.38

Amount Due \$50.38

A late payment charge of 1.5% may be added to any balance remaining 25 days after billing.

CURRENT ACCOUNT BALANCE

Please refer to the Budget Billing Statement for details. \$10.46

SUMMARY OF CURRENT CHARGES

Gas Charges	\$11.23
Other Charges & Credits	0.38
Total Current Charges	\$11.61

SCE&G is now



Dominion Energy

To learn more visit DominionEnergySC.com

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT, MAKING SURE THE RETURN ADDRESS SHOWS IN THE ENVELOPE WINDOW.

**Dominion Energy
South Carolina**

Your account is Past Due

PAST DUE AMOUNT	+	CURRENT CHARGES	=	TOTAL AMOUNT DUE
\$25.00 due 8/8/19		\$25.38 due 8/15/19		\$50.38

ACCOUNT NUMBER

XXXXXXXXXX

00000001575 14 N1 206301773 E

EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

PO Box 100255
Columbia, SC 29202-3255

Please enter amount enclosed.

\$

Write account number on check.

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CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Jul 25 2019

EXHIBIT A
 Exhibit No. Page 2 of 3
 ACCOUNT NUMBER Page 38 of 113

TOTAL AMOUNT DUE
 \$50.38

Payment Options

By Mail: Pay by check or money order in the enclosed envelope.

Online: Visit DominionEnergySC.com to pay directly from your bank account or credit card.

By Phone: Call 1-800-450-9160, 24 hours a day, to pay using your credit card, debit card or directly from your bank account. There is a fee of \$3.50 per transaction that BillMatrix receives for providing this service. Additional limitations may apply.

Business Office :

FLORA ST CUSTOMER SERVICE OFFICE,
 1213 FLORA ST, COLUMBIA SC 29201

Authorized Payment Agencies:

Visit an authorized payment location near you to pay in person. There is no fee associated with service at an authorized payment location.

ALL SC AND NC WALMARTS

Unauthorized Payment Agencies:

Additional payment centers may exist in your area that are not Dominion Energy authorized payment locations. While these unauthorized locations may accept your Dominion Energy payment, they will charge a fee for doing so, and your payment will be delayed in reaching us.

CURRENT CHARGES

Gas Charges

RATE PLAN

32V - Res Value Service

METER READING

Gas Meter read on 07/23/19 at 06:25 am
 (Next scheduled read date 8/22/19)

METER NO.	BILLING PERIOD	DAYS	CURRENT	PREVIOUS	CONSTANT	USAGE (CCF)	BTU FACTOR	THERMS
000966374	06/20/19-07/23/19	33	3702	3702	1	0	1.0300 =	
Basic Facilities Charge								10.90
Base - 0 Therms X \$ 1.049080								0.00
Franchise Fee 3.00% Paid To The Town Of Irmo								0.33
Total Gas Charges								\$11.23

Other Charges & Credits

Late Payment Charge	0.38
Total Other Charges & Credits	\$0.38

Electronic check conversion. When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

Third Party Notification Program is a safety net that allows others to be aware of a situation that may affect your energy service, especially during extreme weather conditions. This program gives you the option of naming another person (such as a friend, relative, neighbor, clergy or social agency) to receive a copy of any disconnection notice sent to you. **The third party is not responsible for paying the bill.** Call 1-800-251-7234 to enroll.

How the Budget Billing Plan Works

Budget Billing is conveniently designed for you to pay the same amount each month for 12 consecutive months. Changes to the monthly Budget Billing amount may be made during the year if rate changes occur, if you add additional services to your account, or if your actual usage changes significantly.

An annual adjustment is scheduled after you have received 12 monthly bills. At this time, your Budget Billing amount is recalculated based on your actual energy charges over the previous 12 months and the projected cost of energy over the next 12 months. Your payments and charges are then reconciled. If the total of your payments is not enough to cover your actual charges for the previous year (you owe us), you will be given the option to either pay the difference from the previous year in full, or pay the new Budget Billing amount which will include the amount brought forward from the previous year as part of the new monthly payment amount. If your payments are more than your actual charges (we owe you), the credit balance will be applied toward the recalculation of your new Budget Billing amount.

Budget Billing payments must be made in full by the due date to avoid a late payment charge of 1.5% of the outstanding billed and unpaid balance and/or being removed from the Budget Billing Plan.

Please call us if you have any questions. Thank you for choosing the Budget Billing Plan.

BUDGET BILLING STATEMENT

The table below recaps your Budget Billing activity (including actual charges and Budget Billing payments) since the beginning of your current Budget Billing plan. If you have any questions, please give us a call.

Month		Electric & Gas Charges	+ Installments	+ Other Charges & Credits	=	Total Charges	- Payments/ Adjustments	=	Account Balance
Account Balance at		Annual Adjustment					-12.21		-12.21
Feb	19	26.71	0.00	0.00		26.71	-25.00		-10.50
Mar	19	29.11	0.00	0.00		29.11	-280.00		-261.39
Apr	19	26.62	0.00	0.00		26.62	255.00		20.23
May	19	17.39	0.00	0.38		17.77	-50.38		-12.38
Jun	19	11.23	0.00	0.00		11.23	0.00		-1.15
Jul	19	11.23	0.00	0.38		11.61	0.00		10.46
Total		122.29	\$0.00	0.76		123.05	-112.59		

Current Account Balance \$10.46

Your Budget Billing account is scheduled for annual adjustment during the month of January 2020.



SERVICE FOR

EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

EXHIBIT A
ACCOUNT NUMBER [REDACTED] Page 1 of 3
Page 40 of 113

DATE DUE
Sep 13 2019

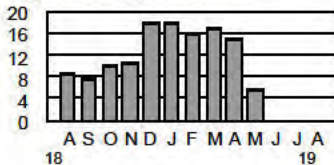
AMOUNT DUE
\$25.00

CUSTOMER SERVICE 1-800-251-7234
7am - 9pm, Monday - Friday

EMERGENCY SERVICE 1-888-333-4465
24 HOURS A DAY
Gas leaks, downed lines or power outages

AUGUST STATEMENT GENERATED ON:
Aug 26 2019

Gas Usage History - Therms



	Aug 18	Aug 19
Therms used	9	0
Avg regional temp	83	83
Days in billing period	30	30
Cost	\$21.62	\$11.23

For a complete set of tools to analyze your usage, log on to DominionEnergySC.com.

Dominion Energy South Carolina

DominionEnergySC.com

BUDGET BILLING SUMMARY

Previous Bill Amount	\$50.38
ePayment Received 07/30/19 THANK YOU	-25.00
ePayment Received 08/24/19 THANK YOU	-25.38
Current Budget Billing Amount	25.00

Amount Due on 9/13/19 \$25.00

A late payment charge of 1.5% may be added to any balance remaining 25 days after billing.
Any remaining balance after 5pm on 9/24/19 is subject to late payment charges.

CURRENT ACCOUNT BALANCE

Please refer to the Budget Billing Statement for details. -\$28.69

SUMMARY OF CURRENT CHARGES

Gas Charges	\$11.23
Total Current Charges	\$11.23

CURRENT CHARGES

Gas Charges

RATE PLAN
32V - Res Value Service

METER READING

Gas Meter read on 08/22/19 at 06:17 am
(Next scheduled read date 9/20/19)

METER NO.	BILLING PERIOD	DAYS	CURRENT	PREVIOUS	CONSTANT	USAGE (CCF)	BTU FACTOR	THERMS
000966374	07/23/19-08/22/19	30	3702	3702	1	0	1.0300 =	

Basic Facilities Charge	10.90
Base - 0 Therms X \$ 1.049080	0.00
Franchise Fee 3.00% Paid To The Town Of Irmo	0.33

Total Gas Charges \$11.23

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT, MAKING SURE THE RETURN ADDRESS SHOWS IN THE ENVELOPE WINDOW.

**Dominion Energy
South Carolina**

00000001571 14 BB 238301761 E

EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

PO Box 100255
Columbia, SC 29202-3255

ACCOUNT NUMBER

DATE DUE

Sep 13 2019

AMOUNT DUE

\$25.00

Please enter amount enclosed.

\$

Write account number on check.

ELECTRONICALLY FILED - 2021 July 13 8:01 AM - SCSPSC - Docket # 2021-4115-G Page 48 of 121



CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Aug 26 2019

DATE DUE

Sep 13 2019

AMOUNT DUE

\$25.00

Payment Options

By Mail: Pay by check or money order in the enclosed envelope.

Online: Visit DominionEnergySC.com to pay directly from your bank account or credit card.

By Phone: Call 1-800-450-9160, 24 hours a day, to pay using your credit card, debit card or directly from your bank account. There is a fee of \$3.50 per transaction that BillMatrix receives for providing this service. Additional limitations may apply.

Business Office :

FLORA ST CUSTOMER SERVICE OFFICE,
1213 FLORA ST, COLUMBIA SC 29201

Authorized Payment Agencies:

Visit an authorized payment location near you to pay in person. There is no fee associated with service at an authorized payment location.

ALL SC AND NC WALMARTS

Unauthorized Payment Agencies:

Additional payment centers may exist in your area that are not Dominion Energy authorized payment locations. While these unauthorized locations may accept your Dominion Energy payment, they will charge a fee for doing so, and your payment will be delayed in reaching us.

Our customer service department will be closed Monday, September 2, in observance of Labor Day. You can make payments and payment arrangements anytime at DominionEnergySC.com. For electric and gas emergencies, call 1-888-333-4465.

Electronic check conversion. When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

Third Party Notification Program is a safety net that allows others to be aware of a situation that may affect your energy service, especially during extreme weather conditions. This program gives you the option of naming another person (such as a friend, relative, neighbor, clergy or social agency) to receive a copy of any disconnection notice sent to you. ***The third party is not responsible for paying the bill.*** Call 1-800-251-7234 to enroll.

How the Budget Billing Plan Works

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Please call us if you have any questions. Thank you for choosing the Budget Billing Plan.

BUDGET BILLING STATEMENT

The table below recaps your Budget Billing activity (including actual charges and Budget Billing payments) since the beginning of your current Budget Billing plan. If you have any questions, please give us a call.

Month		Electric & Gas Charges	+ Installments	+ Other Charges & Credits	=	Total Charges	- Payments/ Adjustments	= Account Balance
Account Balance at		Annual Adjustment					-12.21	-12.21
Feb	19	26.71	0.00	0.00		26.71	-25.00	-10.50
Mar	19	29.11	0.00	0.00		29.11	-280.00	-261.39
Apr	19	26.62	0.00	0.00		26.62	255.00	20.23
May	19	17.39	0.00	0.38		17.77	-50.38	-12.38
Jun	19	11.23	0.00	0.00		11.23	0.00	-1.15
Jul	19	11.23	0.00	0.38		11.61	-50.38	-39.92
Aug	19	11.23	0.00	0.00		11.23	0.00	-28.69
Total		133.52	\$0.00	0.76		134.28	-162.97	

Current Account Balance -\$28.69

Your Budget Billing account is scheduled for annual adjustment during the month of January 2020.



SERVICE FOR
EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

EXHIBIT A
ACCOUNT NUMBER [REDACTED] Page 43 of 113
Page 1 of 3

DATE DUE
Oct 14 2019

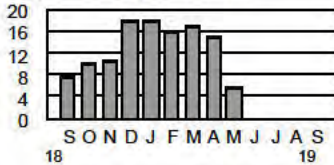
AMOUNT DUE
\$25.00

CUSTOMER SERVICE 1-800-251-7234
7am - 9pm, Monday - Friday

EMERGENCY SERVICE 1-888-333-4465
24 HOURS A DAY
Gas leaks, downed lines or power outages

SEPTEMBER STATEMENT GENERATED
ON:
Sep 24 2019

Gas Usage History - Therms



	Sep 18	Sep 19
Therms used	8	0
Avg regional temp	83	80
Days in billing period	29	29
Cost	\$20.47	\$11.23

For a complete set of tools to analyze your usage,
log on to DominionEnergySC.com.

Dominion Energy South Carolina

DominionEnergySC.com

BUDGET BILLING SUMMARY

Previous Bill Amount	\$25.00
ePayment Received 09/20/19 THANK YOU	-25.00
Current Budget Billing Amount	25.00

Amount Due on 10/14/19 \$25.00

A late payment charge of 1.5% may be added to any balance remaining 25 days after billing.
Any remaining balance after 5pm on 10/23/19 is subject to late payment charges.

CURRENT ACCOUNT BALANCE

Please refer to the Budget Billing Statement for details. -\$42.46

SUMMARY OF CURRENT CHARGES

Gas Charges	\$11.23
Total Current Charges	\$11.23

CURRENT CHARGES

Gas Charges

RATE PLAN
32V - Res Value Service

METER READING
Gas Meter read on 09/20/19 at 06:08 am
(Next scheduled read date 10/21/19)

METER NO.	BILLING PERIOD	DAYS	CURRENT	PREVIOUS	CONSTANT	USAGE (CCF)	BTU FACTOR	THERMS
000966374	08/22/19-09/20/19	29	3702	3702	1	0	1.0330 =	

Basic Facilities Charge	10.90
Base - 0 Therms X \$ 1.049080	0.00
Franchise Fee 3.00% Paid To The Town Of Irmo	0.33

Total Gas Charges \$11.23

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT, MAKING SURE THE RETURN ADDRESS SHOWS IN THE ENVELOPE WINDOW.

Dominion Energy
South Carolina

00000001541 14 BB 267301722 E

EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

PO Box 100255
Columbia, SC 29202-3255

ACCOUNT NUMBER

DATE DUE

Oct 14 2019

AMOUNT DUE

\$25.00

Please enter amount enclosed.

\$

Write account number on check.

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Payment Options

By Mail: Pay by check or money order in the enclosed envelope.

Online: Visit DominionEnergySC.com to pay directly from your bank account or credit card.

By Phone: Call 1-800-450-9160, 24 hours a day, to pay using your credit card, debit card or directly from your bank account. There is a fee of \$3.50 per transaction that BillMatrix receives for providing this service. Additional limitations may apply.

Business Office :
FLORA ST CUSTOMER SERVICE OFFICE,
1213 FLORA ST, COLUMBIA SC 29201

Authorized Payment Agencies:
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ALL SC AND NC WALMARTS

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CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Sep 24 2019

 EXHIBIT A
 ACCOUNT NUMBER [REDACTED]
 Exhibit No. Page 3 of 3
 Page 45 of 113

DATE DUE

Oct 14 2019

AMOUNT DUE

\$25.00

How the Budget Billing Plan Works

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BUDGET BILLING STATEMENT

The table below recaps your Budget Billing activity (including actual charges and Budget Billing payments) since the beginning of your current Budget Billing plan. If you have any questions, please give us a call.

Month		Electric & Gas Charges	+ Installments	Other Charges + & Credits	=	Total Charges	-	Payments/ Adjustments	=	Account Balance
Account Balance at		Annual Adjustment						-12.21		-12.21
Feb	19	26.71	0.00	0.00		26.71		-25.00		-10.50
Mar	19	29.11	0.00	0.00		29.11		-280.00		-261.39
Apr	19	26.62	0.00	0.00		26.62		255.00		20.23
May	19	17.39	0.00	0.38		17.77		-50.38		-12.38
Jun	19	11.23	0.00	0.00		11.23		0.00		-1.15
Jul	19	11.23	0.00	0.38		11.61		-50.38		-39.92
Aug	19	11.23	0.00	0.00		11.23		-25.00		-53.69
Sep	19	11.23	0.00	0.00		11.23		0.00		-42.46
Total		144.75	\$0.00	0.76		145.51		-187.97		

Current Account Balance -\$42.46

Your Budget Billing account is scheduled for annual adjustment during the month of January 2020.



SERVICE FOR

EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

EXHIBIT A
ACCOUNT NUMBER [REDACTED] Page 1 of 3
Page 46 of 113

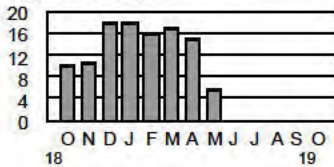
TOTAL AMOUNT DUE
\$50.38

CUSTOMER SERVICE 1-800-251-7234
7am - 9pm, Monday - Friday

EMERGENCY SERVICE 1-888-333-4465
24 HOURS A DAY
Gas leaks, downed lines or power outages

OCTOBER STATEMENT GENERATED ON:
Oct 23 2019

Gas Usage History - Therms



	Oct 18	Oct 19
Therms used	10	0
Avg regional temp	75	74
Days in billing period	32	31
Cost	\$22.77	\$11.23

For a complete set of tools to analyze your usage,
log on to DominionEnergySC.com.

Dominion Energy South Carolina

DominionEnergySC.com

Did You Forget?

To remain on the Budget Billing Plan, please pay in full by the due date indicated. If removed from Budget Billing, regular billing and collection procedures will result with late payment charges applied based on the Current Budget Billing Plan Balance from your last Budget Billing Plan bill.

BUDGET BILLING SUMMARY

Previous Bill Amount	\$25.00
Current Budget Billing Amount	25.00
Payment Received No payments received	-0.00
Other Charges & Credits	0.38

Amount Due \$50.38

A late payment charge of 1.5% may be added to any balance remaining 25 days after billing.

CURRENT ACCOUNT BALANCE

Please refer to the Budget Billing Statement for details. - \$30.85

SUMMARY OF CURRENT CHARGES

Gas Charges	\$11.23
Other Charges & Credits	0.38
Total Current Charges	\$11.61

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT, MAKING SURE THE RETURN ADDRESS SHOWS IN THE ENVELOPE WINDOW.

**Dominion Energy
South Carolina**

Your account is Past Due

PAST DUE AMOUNT	+	CURRENT CHARGES	=	TOTAL AMOUNT DUE
\$25.00 due 11/4/19		\$25.38 due 11/12/19		\$50.38

ACCOUNT NUMBER

[REDACTED]

00000001558 14 N1 296301746 E

EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

PO Box 100255
Columbia, SC 29202-3255

Please enter amount enclosed.

\$ [REDACTED]

Write account number on check.

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Payment Options

By Mail: Pay by check or money order in the enclosed envelope.

Online: Visit DominionEnergySC.com to pay directly from your bank account or credit card.

By Phone: Call 1-800-450-9160, 24 hours a day, to pay using your credit card, debit card or directly from your bank account. There is a fee of \$3.50 per transaction that BillMatrix receives for providing this service. Additional limitations may apply.

Business Office :

FLORA ST CUSTOMER SERVICE OFFICE,
1213 FLORA ST, COLUMBIA SC 29201

Authorized Payment Agencies:

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ALL SC AND NC WALMARTS

Unauthorized Payment Agencies:

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CURRENT CHARGES

Gas Charges

RATE PLAN

32V - Res Value Service

METER READING

Gas Meter read on 10/21/19 at 06:44 am
(Next scheduled read date 11/19/19)

METER NO.	BILLING PERIOD	DAYS	CURRENT	PREVIOUS	CONSTANT	USAGE (CCF)	BTU FACTOR	THERMS
000966374	09/20/19-10/21/19	31	3702	3702	1	0	1.0320 =	
Basic Facilities Charge								10.90
Base - 0 Therms X \$ 1.049080								0.00
Franchise Fee 3.00% Paid To The Town Of Irmo								0.33
Total Gas Charges								\$11.23

Other Charges & Credits

Late Payment Charge	0.38
Total Other Charges & Credits	\$0.38

Our customer service department will be closed Monday, November 11 for Veterans Day. You can make payments and payment arrangements anytime at DominionEnergySC.com. For electric and gas emergencies, call 1-888-333-4465.

Electronic check conversion. When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

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Budget Billing payments must be made in full by the due date to avoid a late payment charge of 1.5% of the outstanding billed and unpaid balance and/or being removed from the Budget Billing Plan.

Please call us if you have any questions. Thank you for choosing the Budget Billing Plan.

BUDGET BILLING STATEMENT

The table below recaps your Budget Billing activity (including actual charges and Budget Billing payments) since the beginning of your current Budget Billing plan. If you have any questions, please give us a call.

Month		Electric & Gas Charges	+ Installments	+ Other Charges & Credits	=	Total Charges	- Payments/ Adjustments	=	Account Balance
Account Balance at		Annual Adjustment					-12.21		-12.21
Feb	19	26.71	0.00	0.00		26.71	-25.00		-10.50
Mar	19	29.11	0.00	0.00		29.11	-280.00		-261.39
Apr	19	26.62	0.00	0.00		26.62	255.00		20.23
May	19	17.39	0.00	0.38		17.77	-50.38		-12.38
Jun	19	11.23	0.00	0.00		11.23	0.00		-1.15
Jul	19	11.23	0.00	0.38		11.61	-50.38		-39.92
Aug	19	11.23	0.00	0.00		11.23	-25.00		-53.69
Sep	19	11.23	0.00	0.00		11.23	0.00		-42.46
Oct	19	11.23	0.00	0.38		11.61	0.00		-30.85
Total		155.98	\$0.00	1.14		157.12	-187.97		
Current Account Balance									-\$30.85

Your Budget Billing account is scheduled for annual adjustment during the month of January 2020.



SERVICE FOR
EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

EXHIBIT A
ACCOUNT NUMBER [REDACTED]
Page 49 of 113
Page 1 of 4

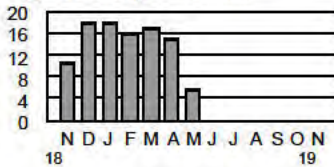
TOTAL AMOUNT DUE
\$50.76

CUSTOMER SERVICE 1-800-251-7234
7am - 9pm, Monday - Friday

EMERGENCY SERVICE 1-888-333-4465
24 HOURS A DAY
Gas leaks, downed lines or power outages

NOVEMBER STATEMENT GENERATED ON:
Nov 21 2019

Gas Usage History - Therms



	Nov 18	Nov 19
Therms used	11	0
Days in billing period	28	29
Cost	\$23.24	\$11.23

For a complete set of tools to analyze your usage,
log on to DominionEnergySC.com.

Dominion Energy South Carolina

DominionEnergySC.com

Did You Forget?

To remain on the Budget Billing Plan, please pay in full by the due date indicated. If removed from Budget Billing, regular billing and collection procedures will result with late payment charges applied based on the Current Budget Billing Plan Balance from your last Budget Billing Plan bill.

BUDGET BILLING SUMMARY

Previous Bill Amount	\$50.38
ePayment Received 10/25/19 THANK YOU	-25.00
Current Budget Billing Amount	25.00
Other Charges & Credits	0.38

Amount Due \$50.76

A late payment charge of 1.5% may be added to any balance remaining 25 days after billing.

CURRENT ACCOUNT BALANCE

Please refer to the Budget Billing Statement for details. - \$44.24

SUMMARY OF CURRENT CHARGES

Gas Charges	\$11.23
Other Charges & Credits	0.38
Total Current Charges	\$11.61

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT, MAKING SURE THE RETURN ADDRESS SHOWS IN THE ENVELOPE WINDOW.

Dominion Energy
South Carolina

Your account is Past Due

PAST DUE AMOUNT	+	CURRENT CHARGES	=	TOTAL AMOUNT DUE
\$25.38 due 12/2/19		\$25.38 due 12/12/19		\$50.76

ACCOUNT NUMBER

[REDACTED]

00000001555 14 N1 325301745 E

EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

PO Box 100255
Columbia, SC 29202-3255

Please enter amount enclosed.

\$

Write account number on check.

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CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Nov 21 2019

EXHIBIT A
ACCOUNT NUMBER [REDACTED]
Page 50 of 113

TOTAL AMOUNT DUE
\$50.76

Payment Options

By Mail: Pay by check or money order in the enclosed envelope.

Online: Visit DominionEnergySC.com to pay directly from your bank account or credit card.

By Phone: Call 1-800-450-9160, 24 hours a day, to pay using your credit card, debit card or directly from your bank account. There is a fee of \$3.50 per transaction that BillMatrix receives for providing this service. Additional limitations may apply.

Business Office :

FLORA ST CUSTOMER SERVICE OFFICE,
1213 FLORA ST, COLUMBIA SC 29201

Authorized Payment Agencies:

Visit an authorized payment location near you to pay in person. There is no fee associated with service at an authorized payment location.

ALL SC AND NC WALMARTS

Unauthorized Payment Agencies:

Additional payment centers may exist in your area that are not Dominion Energy authorized payment locations. While these unauthorized locations may accept your Dominion Energy payment, they will charge a fee for doing so, and your payment will be delayed in reaching us.

CURRENT CHARGES

Gas Charges

RATE PLAN

32S - Res Standard Ser

METER READING

Gas Meter read on 11/19/19 at 05:40 am
(Next scheduled read date 12/19/19)

METER NO.	BILLING PERIOD	DAYS	CURRENT	PREVIOUS	CONSTANT	USAGE (CCF)	BTU FACTOR	THERMS
000966374	10/21/19-11/19/19	29	3702	3702	1	0	1.0290 =	
Basic Facilities Charge								10.90
Base - 0 Therms X \$ 1.137940								0.00
Franchise Fee 3.00% Paid To The Town Of Irmo								0.33
Total Gas Charges								\$11.23

Other Charges & Credits

Late Payment Charge	0.38
Total Other Charges & Credits	\$0.38

If you receive electric or gas service from Dominion Energy South Carolina, Inc. for property located inside municipal limits, your monthly bill includes a charge for "franchise fees". DESC pays a franchise fee to each municipality in return for the right to place its equipment on municipal streets. By law, DESC is required to add these franchise fee charges to the bills of customers who receive service inside municipal limits. DESC does not keep any portion of the franchise fee. This charge goes to the municipality in which you receive electric or gas service.

If your service address is NOT located inside municipal limits, you should not be paying a franchise fee. Please help us by taking a moment to look at your monthly bill. If your bill shows a charge for a franchise fee, but your service address is NOT located inside municipal limits, please call DESC at 1-800-251-7234. Once we verify that your service address is NOT located inside municipal limits, your bill will be corrected and you will receive any refund which may be due.

CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Nov 21 2019

EXHIBIT A
ACCOUNT NUMBER
Page 51 of 113
Page 3 of 4

TOTAL AMOUNT DUE
\$50.76

Our customer service department will be closed Tuesday, December 24 and Wednesday, December 25 for Christmas holiday. You can make payments and payment arrangements anytime at DominionEnergySC.com. Forelectric and gas emergencies, call 1-888-333-4465.

Our customer service department will be closed Thursday, November 28 and Friday, November 29 for Thanksgiving holiday. You can make payments and payment arrangements anytime at DominionEnergySC.com. Forelectric and gas emergencies, call 1-888-333-4465.

Electronic check conversion. When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

Third Party Notification Program is a safety net that allows others to be aware of a situation that may affect your energy service, especially during extreme weather conditions. This program gives you the option of naming another person (such as a friend, relative, neighbor, clergy or social agency) to receive a copy of any disconnection notice sent to you. ***The third party is not responsible for paying the bill.*** Call 1-800-251-7234 to enroll.

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How the Budget Billing Plan Works

Budget Billing is conveniently designed for you to pay the same amount each month for 12 consecutive months. Changes to the monthly Budget Billing amount may be made during the year if rate changes occur, if you add additional services to your account, or if your actual usage changes significantly.

An annual adjustment is scheduled after you have received 12 monthly bills. At this time, your Budget Billing amount is recalculated based on your actual energy charges over the previous 12 months and the projected cost of energy over the next 12 months. Your payments and charges are then reconciled. If the total of your payments is not enough to cover your actual charges for the previous year (you owe us), you will be given the option to either pay the difference from the previous year in full, or pay the new Budget Billing amount which will include the amount brought forward from the previous year as part of the new monthly payment amount. If your payments are more than your actual charges (we owe you), the credit balance will be applied toward the recalculation of your new Budget Billing amount.

Budget Billing payments must be made in full by the due date to avoid a late payment charge of 1.5% of the outstanding billed and unpaid balance and/or being removed from the Budget Billing Plan.

Please call us if you have any questions. Thank you for choosing the Budget Billing Plan.

BUDGET BILLING STATEMENT

The table below recaps your Budget Billing activity (including actual charges and Budget Billing payments) since the beginning of your current Budget Billing plan. If you have any questions, please give us a call.

Month		Electric & Gas Charges	+ Installments	+ Other Charges & Credits	=	Total Charges	- Payments/ Adjustments	= Account Balance
Account Balance at		Annual Adjustment					-12.21	-12.21
Feb	19	26.71	0.00	0.00		26.71	-25.00	-10.50
Mar	19	29.11	0.00	0.00		29.11	-280.00	-261.39
Apr	19	26.62	0.00	0.00		26.62	255.00	20.23
May	19	17.39	0.00	0.38		17.77	-50.38	-12.38
Jun	19	11.23	0.00	0.00		11.23	0.00	-1.15
Jul	19	11.23	0.00	0.38		11.61	-50.38	-39.92
Aug	19	11.23	0.00	0.00		11.23	-25.00	-53.69
Sep	19	11.23	0.00	0.00		11.23	0.00	-42.46
Oct	19	11.23	0.00	0.38		11.61	-25.00	-55.85
Nov	19	11.23	0.00	0.38		11.61	0.00	-44.24
Total		167.21	\$0.00	1.52		168.73	-212.97	

Current Account Balance -\$44.24

Your Budget Billing account is scheduled for annual adjustment during the month of January 2020.



SERVICE FOR
EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

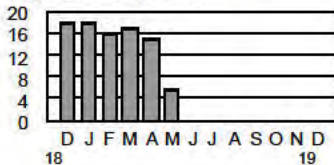
EXHIBIT A
ACCOUNT NUMBER [REDACTED]
DATE DUE
Jan 14 2020
AMOUNT DUE
\$25.00

CUSTOMER SERVICE 1-800-251-7234
7am - 9pm, Monday - Friday

EMERGENCY SERVICE 1-888-333-4465
24 HOURS A DAY
Gas leaks, downed lines or power outages

DECEMBER STATEMENT GENERATED ON:
Dec 23 2019

Gas Usage History - Therms



	Dec 18	Dec 19
Therms used	18	0
Days in billing period	30	30
Cost	\$30.44	\$11.23

For a complete set of tools to analyze your usage,
log on to DominionEnergySC.com.

Dominion Energy South Carolina

DominionEnergySC.com

BUDGET BILLING SUMMARY

Previous Bill Amount	\$50.76
ePayment Received 11/25/19 THANK YOU	-25.38
ePayment Received 12/12/19 THANK YOU	-25.38
Current Budget Billing Amount	25.00

Amount Due on 1/14/20 \$25.00

A late payment charge of 1.5% may be added to any balance remaining 25 days after billing.
Any remaining balance after 5pm on 1/24/20 is subject to late payment charges.

CURRENT ACCOUNT BALANCE

Please refer to the Budget Billing Statement for details. -\$83.77

SUMMARY OF CURRENT CHARGES

Gas Charges	\$11.23
Total Current Charges	\$11.23

CURRENT CHARGES

Gas Charges

RATE PLAN
32S - Res Standard Ser

METER READING
Gas Meter read on 12/19/19 at 06:05 am
(Next scheduled read date 1/22/20)

METER NO.	BILLING PERIOD	DAYS	CURRENT	PREVIOUS	CONSTANT	USAGE (CCF)	BTU FACTOR	THERMS
000966374	11/19/19-12/19/19	30	3702	3702	1	0	1.0300 =	
Basic Facilities Charge								10.90
Base - 0 Therms X \$ 1.137940								0.00
Franchise Fee 3.00% Paid To The Town Of Irmo								0.33
Total Gas Charges								\$11.23

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT, MAKING SURE THE RETURN ADDRESS SHOWS IN THE ENVELOPE WINDOW.

Dominion Energy
South Carolina

ACCOUNT NUMBER

DATE DUE

Jan 14 2020

AMOUNT DUE

\$25.00

Please enter amount enclosed.

\$

Write account number on check.

PO Box 100255
Columbia, SC 29202-3255

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CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Dec 23 2019

EXHIBIT A
ACCOUNT NUMBER
Page 54 of 113

DATE DUE

Jan 14 2020

AMOUNT DUE

\$25.00

Payment Options

By Mail: Pay by check or money order in the enclosed envelope.

Online: Visit DominionEnergySC.com to pay directly from your bank account or credit card.

By Phone: Call 1-800-450-9160, 24 hours a day, to pay using your credit card, debit card or directly from your bank account. There is a fee of \$3.50 per transaction that BillMatrix receives for providing this service. Additional limitations may apply.

Business Office :

FLORA ST CUSTOMER SERVICE OFFICE,
1213 FLORA ST, COLUMBIA SC 29201

Authorized Payment Agencies:

Visit an authorized payment location near you to pay in person. There is no fee associated with service at an authorized payment location.

ALL SC AND NC WALMARTS

Unauthorized Payment Agencies:

Additional payment centers may exist in your area that are not Dominion Energy authorized payment locations. While these unauthorized locations may accept your Dominion Energy payment, they will charge a fee for doing so, and your payment will be delayed in reaching us.

The Town of Irmo recently renewed its franchise agreement with Dominion Energy South Carolina, Inc. As a result, beginning January 1, 2020, you will notice an increase in franchise fees from 3% to 4% that will be paid to the Town of Irmo. Please review the franchise fee information on your bill. If you live outside the town limits and have a franchise fee listed on your bill, please contact Dominion Energy South Carolina, Inc. at 1-800-251-7234. If it is determined that you do not live within the town limits, Dominion Energy South Carolina, Inc. will refund those monies in accordance with the South Carolina Public Service Regulations.

Electronic check conversion. When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

Third Party Notification Program is a safety net that allows others to be aware of a situation that may affect your energy service, especially during extreme weather conditions. This program gives you the option of naming another person (such as a friend, relative, neighbor, clergy or social agency) to receive a copy of any disconnection notice sent to you. ***The third party is not responsible for paying the bill.*** Call 1-800-251-7234 to enroll.

How the Budget Billing Plan Works

Budget Billing is conveniently designed for you to pay the same amount each month for 12 consecutive months. Changes to the monthly Budget Billing amount may be made during the year if rate changes occur, if you add additional services to your account, or if your actual usage changes significantly.

An annual adjustment is scheduled after you have received 12 monthly bills. At this time, your Budget Billing amount is recalculated based on your actual energy charges over the previous 12 months and the projected cost of energy over the next 12 months. Your payments and charges are then reconciled. If the total of your payments is not enough to cover your actual charges for the previous year (you owe us), you will be given the option to either pay the difference from the previous year in full, or pay the new Budget Billing amount which will include the amount brought forward from the previous year as part of the new monthly payment amount. If your payments are more than your actual charges (we owe you), the credit balance will be applied toward the recalculation of your new Budget Billing amount.

Budget Billing payments must be made in full by the due date to avoid a late payment charge of 1.5% of the outstanding billed and unpaid balance and/or being removed from the Budget Billing Plan.

Please call us if you have any questions. Thank you for choosing the Budget Billing Plan.

BUDGET BILLING STATEMENT

The table below recaps your Budget Billing activity (including actual charges and Budget Billing payments) since the beginning of your current Budget Billing plan. If you have any questions, please give us a call.

Month		Electric & Gas Charges	+ Installments	+ Other Charges & Credits	=	Total Charges	- Payments/ Adjustments	= Account Balance
Account Balance at		Annual Adjustment					-12.21	-12.21
Feb	19	26.71	0.00	0.00		26.71	-25.00	-10.50
Mar	19	29.11	0.00	0.00		29.11	-280.00	-261.39
Apr	19	26.62	0.00	0.00		26.62	255.00	20.23
May	19	17.39	0.00	0.38		17.77	-50.38	-12.38
Jun	19	11.23	0.00	0.00		11.23	0.00	-1.15
Jul	19	11.23	0.00	0.38		11.61	-50.38	-39.92
Aug	19	11.23	0.00	0.00		11.23	-25.00	-53.69
Sep	19	11.23	0.00	0.00		11.23	0.00	-42.46
Oct	19	11.23	0.00	0.38		11.61	-25.00	-55.85
Nov	19	11.23	0.00	0.38		11.61	-50.76	-95.00
Dec	19	11.23	0.00	0.00		11.23	0.00	-83.77
Total		178.44	\$0.00	1.52		179.96	-263.73	

Current Account Balance -\$83.77

Your Budget Billing account is scheduled for annual adjustment during the month of January 2020.



SERVICE FOR
EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

EXHIBIT A
ACCOUNT NUMBER [REDACTED]
Page 56 of 113
Page 1 of 5

DATE DUE

No Payment Due

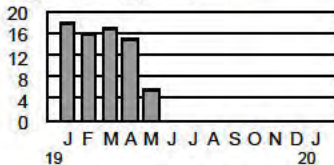
CREDIT BALANCE
-\$98.37

CUSTOMER SERVICE 1-800-251-7234
7am - 9pm, Monday - Friday

EMERGENCY SERVICE 1-888-333-4465
24 HOURS A DAY
Gas leaks, downed lines or power outages

JANUARY STATEMENT GENERATED ON:
Jan 24 2020

Gas Usage History - Therms



	Jan 19	Jan 20
Therms used	18	0
Days in billing period	34	34
Cost	\$32.56	\$10.40

For a complete set of tools to analyze your usage,
log on to DominionEnergySC.com.

Dominion Energy South Carolina

DominionEnergySC.com

Budget Billing Anniversary Month

During the past 12 months, you have avoided the ups and downs of seasonal utility bills by being among the thousands of customers who budget their payments on our Budget Billing Plan. Your new Budget Billing year will begin next month. Using actual energy charges and the projected cost of energy, we have recalculated your new monthly payment amount.

You have a choice in determining your new Budget Billing monthly amount. Your two options for payment are shown below and described in detail in the **Budget Billing Annual Adjustment** page on your bill. Please feel free to contact us if you have any questions.

YOUR PAYMENT THIS MONTH

Budget Billing Option 1

Current Account Balance - \$98.37

Amount Due NONE

Your new Budget Billing amount of \$10.00 will begin next month.

Budget Billing Option 2

Current Budget Billing \$25.00

Amount Due on 2/13/20 \$25.00

Payment of \$25.00 will result in a new Budget Billing amount of \$8.00 beginning next month.

BUDGET BILLING SUMMARY

Previous Bill Amount	\$25.00
ePayment Received 01/14/20 THANK YOU	-25.00
Current Budget Billing Amount	-98.37
Credit Balance	-98.37

No payment is due this month. Your account has a credit balance.

CURRENT ACCOUNT BALANCE

Please refer to the Budget Billing Statement for details. - \$98.37

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.

Dominion Energy
South Carolina

00000001543 14 BB 024301711 E

EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

PO Box 100255
Columbia, SC 29202-3255

ACCOUNT NUMBER

DATE DUE

No Payment Due

CREDIT BALANCE

- \$98.37

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CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Jan 24 2020

ACCOUNT NUMBER

DATE DUE

No Payment Due

CREDIT BALANCE
-\$98.37

Payment Options

By Mail: Pay by check or money order in the enclosed envelope.

Online: Visit DominionEnergySC.com to pay directly from your bank account or credit card.

By Phone: Call 1-800-450-9160, 24 hours a day, to pay using your credit card, debit card or directly from your bank account. There is a fee of \$3.50 per transaction that BillMatrix receives for providing this service. Additional limitations may apply.

Business Office :

FLORA ST CUSTOMER SERVICE OFFICE,
1213 FLORA ST, COLUMBIA SC 29201

Authorized Payment Agencies:

Visit an authorized payment location near you to pay in person. There is no fee associated with service at an authorized payment location.

ALL SC AND NC WALMARTS

Unauthorized Payment Agencies:

Additional payment centers may exist in your area that are not Dominion Energy authorized payment locations. While these unauthorized locations may accept your Dominion Energy payment, they will charge a fee for doing so, and your payment will be delayed in reaching us.

SUMMARY OF CURRENT CHARGES

Gas Charges	\$10.40
Total Current Charges	\$10.40

CURRENT CHARGES

Gas Charges

RATE PLAN

32S - Res Standard Ser

METER READING

Gas Meter read on 01/22/20 at 12:32 pm
(Next scheduled read date 2/20/20)

METER NO.	BILLING PERIOD	DAYS	CURRENT	PREVIOUS	CONSTANT	USAGE (CCF)	BTU FACTOR	THERMS
000966374	12/19/19-01/22/20	34	3702	3702	1	0	1.0310 =	
Basic Facilities Charge								10.90
Base - 0 Therms X \$ 1.137940 - \$ 0.90								-0.90
Franchise Fee 4.00% Paid To The Town Of Irmo								0.40
Total Gas Charges								\$10.40

In its order approving SCANA Corporation's merger with Dominion Energy, Inc., the Public Service Commission of South Carolina ordered Dominion Energy South Carolina to provide an annual bill credit to natural gas customers in 2019, 2020, and 2021. The annual credit for 2020 has been applied to this month's bill. The annual credit for 2021 will be applied to customer bills for the January billing cycle in that year.

Electronic check conversion. When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

EXHIBIT A
Exhibit No. Page 4 of 11
ACCOUNT NUMBER Page 58 of 113
Page 3 of 5

CUSTOMER SERVICE	ACCOUNT NUMBER	CREDIT BALANCE
1-800-251-7234		
STATEMENT DATE	DATE DUE	
Jan 24 2020	No Payment Due	-\$98.37

Third Party Notification Program is a safety net that allows others to be aware of a situation that may affect your energy service, especially during extreme weather conditions. This program gives you the option of naming another person (such as a friend, relative, neighbor, clergy or social agency) to receive a copy of any disconnection notice sent to you. ***The third party is not responsible for paying the bill.*** Call 1-800-251-7234 to enroll.



CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Jan 24 2020

EXHIBIT A
ACCOUNT NUMBER
Page 59 of 113
Page 4 of 5

DATE DUE

No Payment Due

CREDIT BALANCE
-\$98.37

How the Budget Billing Plan Works

Budget Billing is conveniently designed for you to pay the same amount each month for 12 consecutive months. Changes to the monthly Budget Billing amount may be made during the year if rate changes occur, if you add additional services to your account, or if your actual usage changes significantly.

An annual adjustment is scheduled after you have received 12 monthly bills. At this time, your Budget Billing amount is recalculated based on your actual energy charges over the previous 12 months and the projected cost of energy over the next 12 months. Your payments and charges are then reconciled. If the total of your payments is not enough to cover your actual charges for the previous year (you owe us), you will be given the option to either pay the difference from the previous year in full, or pay the new Budget Billing amount which will include the amount brought forward from the previous year as part of the new monthly payment amount. If your payments are more than your actual charges (we owe you), the credit balance will be applied toward the recalculation of your new Budget Billing amount.

Budget Billing payments must be made in full by the due date to avoid a late payment charge of 1.5% of the outstanding billed and unpaid balance and/or being removed from the Budget Billing Plan.

Please call us if you have any questions. Thank you for choosing the Budget Billing Plan.

BUDGET BILLING STATEMENT

The table below recaps your Budget Billing activity (including actual charges and Budget Billing payments) since the beginning of your current Budget Billing plan. If you have any questions, please give us a call.

Month		Electric & Gas Charges	+ Installments	+ Other Charges & Credits	=	Total Charges	- Payments/ Adjustments	=	Account Balance
Account Balance at		Annual Adjustment					-12.21		-12.21
Feb	19	26.71	0.00	0.00		26.71	-25.00		-10.50
Mar	19	29.11	0.00	0.00		29.11	-280.00		-261.39
Apr	19	26.62	0.00	0.00		26.62	255.00		20.23
May	19	17.39	0.00	0.38		17.77	-50.38		-12.38
Jun	19	11.23	0.00	0.00		11.23	0.00		-1.15
Jul	19	11.23	0.00	0.38		11.61	-50.38		-39.92
Aug	19	11.23	0.00	0.00		11.23	-25.00		-53.69
Sep	19	11.23	0.00	0.00		11.23	0.00		-42.46
Oct	19	11.23	0.00	0.38		11.61	-25.00		-55.85
Nov	19	11.23	0.00	0.38		11.61	-50.76		-95.00
Dec	19	11.23	0.00	0.00		11.23	-25.00		-108.77
Jan	20	10.40	0.00	0.00		10.40	0.00		-98.37
Total		188.84	\$0.00	1.52		190.36	-288.73		

Current Account Balance -\$98.37

Your Budget Billing account is scheduled for annual adjustment during the month of January 2021.



BUDGET BILLING ANNUAL ADJUSTMENT

NEXT ANNIVERSARY

January 2021

Each time your Budget Billing plan is renewed, the payment amount is adjusted to reflect anticipated usage and costs over the upcoming 12 months. This recalculation is based on your actual usage over the previous 12 months and the projected cost of energy over the coming 12 months. Also, if there is a difference between what you paid over the past 12 months (total payments) and what your energy would have cost if you had not been on Budget Billing (actual charges), it is included in the payment calculation. If the total of your payments was not enough to cover your actual charges for the previous year (you owe us), you will be given the option to either pay the difference from the previous year in full, or pay the new Budget Billing amount which will include the amount brought forward from the previous year as part of the new monthly payment amount. If your payments were more than your actual charges (we owe you), the credit balance will be applied toward the recalculation of your new Budget Billing amount.

How we calculated your new Budget Billing amount

1. We projected your cost for the next 12 months by using your actual energy charges, and the projected energy cost for the next 12 months, as shown in the following table:

Projected Costs for the Next 12 months

PROJECTED COST OF GAS SERVICE

Month	Therms Used	Projected Cost
Jan 20	0	11.44
Dec 19	0	12.35
Nov 19	0	12.35
Oct 19	0	12.35
Sep 19	0	12.35
Aug 19	0	12.35
Jul 19	0	12.35
Jun 19	0	12.35
May 19	6	19.13
Apr 19	15	29.28
Mar 19	17	32.02
Feb 19	16	29.38

Total Projected Gas Cost \$207.70

2. We calculated your Total Projected Cost by adding your projected energy costs to any other regularly recurring charges you have and then we adjusted the total, based on your "Current Account Balance."

New Budget Billing Amount Calculation

Total Projected Gas Cost	\$207.70
Account Balance Adjustment	-98.37
Total Projected Cost	\$109.33

3. We then calculated your new Budget Billing amount by the following formula:

$$\text{Total Projected cost} / 12 \text{ months (rounded up to the next whole dollar)} = \$10.00$$

You may choose Option 1 or Option 2, below:

New Budget Billing Amount - Option 1
\$10.00

Pay \$0.00 this month, and your **new** Budget Billing Amount **beginning next month** will be \$10.00.

New Budget Billing Amount - Option 2
\$8.00

Pay \$25.00 this month, and your **new** Budget Billing Amount **beginning next month** will be \$8.00.



SERVICE FOR

EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

EXHIBIT A
ACCOUNT NUMBER [REDACTED] Page 1 of 3
Page 61 of 113

DATE DUE

Mar 16 2020

AMOUNT DUE

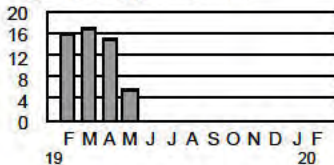
\$10.00

CUSTOMER SERVICE 1-800-251-7234
7am - 9pm, Monday - Friday

EMERGENCY SERVICE 1-888-333-4465
24 HOURS A DAY
Gas leaks, downed lines or power outages

FEBRUARY STATEMENT GENERATED ON:
Feb 24 2020

Gas Usage History - Therms



	Feb 19	Feb 20
Therms used	16	0
Days in billing period	29	29
Cost	\$26.71	\$11.34

For a complete set of tools to analyze your usage,
log on to DominionEnergySC.com.

Dominion Energy South Carolina

DominionEnergySC.com

BUDGET BILLING SUMMARY

Previous Bill Amount	\$-98.37
Adjustments	+ 98.37
Current Budget Billing Amount	10.00
Payment Received	No payments received
	-0.00

Amount Due on 3/16/20 \$10.00

A late payment charge of 1.5% may be added to any balance remaining 25 days after billing.
Any remaining balance after 5pm on 3/25/20 is subject to late payment charges.

CURRENT ACCOUNT BALANCE

Please refer to the Budget Billing Statement for details. -\$87.03

SUMMARY OF CURRENT CHARGES

Gas Charges	\$11.34
Total Current Charges	\$11.34

CURRENT CHARGES

Gas Charges

RATE PLAN

32S - Res Standard Ser

METER READING

Gas Meter read on 02/20/20 at 11:35 am
(Next scheduled read date 3/23/20)

METER NO.	BILLING PERIOD	DAYS	CURRENT	PREVIOUS	CONSTANT	USAGE (CCF)	BTU FACTOR	THERMS
000966374	01/22/20-02/20/20	29	3702	3702	1	0	1.0320 =	
Basic Facilities Charge								10.90
Base - 0 Therms X \$ 1.020630								0.00
Franchise Fee 4.00% Paid To The Town Of Irmo								0.44
Total Gas Charges								\$11.34

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT, MAKING SURE THE RETURN ADDRESS SHOWS IN THE ENVELOPE WINDOW.

Dominion Energy
South Carolina

00000001563 14 BB 055301691 E

EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

PO Box 100255
Columbia, SC 29202-3255

ACCOUNT NUMBER

DATE DUE

Mar 16 2020

AMOUNT DUE

\$10.00

Please enter amount enclosed.

\$

Write account number on check.

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CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Feb 24 2020

EXHIBIT A
ACCOUNT NUMBER
Page 62 of 113
Page 2 of 3

DATE DUE

Mar 16 2020

AMOUNT DUE

\$10.00

Payment Options

By Mail: Pay by check or money order in the enclosed envelope.

Online: Visit DominionEnergySC.com to pay directly from your bank account or credit card.

By Phone: Call 1-800-450-9160, 24 hours a day, to pay using your credit card, debit card or directly from your bank account. There is a fee of \$3.50 per transaction that BillMatrix receives for providing this service. Additional limitations may apply.

Business Office :

FLORA ST CUSTOMER SERVICE OFFICE,
1213 FLORA ST, COLUMBIA SC 29201

Authorized Payment Agencies:

Visit an authorized payment location near you to pay in person. There is no fee associated with service at an authorized payment location.

ALL SC AND NC WALMARTS

Unauthorized Payment Agencies:

Additional payment centers may exist in your area that are not Dominion Energy authorized payment locations. While these unauthorized locations may accept your Dominion Energy payment, they will charge a fee for doing so, and your payment will be delayed in reaching us.

ADJUSTMENTS

Prepayment of Budget Billing	98.37
Total Adjustments	\$98.37

Electronic check conversion. When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

Third Party Notification Program is a safety net that allows others to be aware of a situation that may affect your energy service, especially during extreme weather conditions. This program gives you the option of naming another person (such as a friend, relative, neighbor, clergy or social agency) to receive a copy of any disconnection notice sent to you. ***The third party is not responsible for paying the bill.*** Call 1-800-251-7234 to enroll.

CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Feb 24 2020

EXHIBIT A
 ACCOUNT NUMBER XXXXXXXXXX
 Exhibit No. Page 63 of 113
 Page 3 of 3

DATE DUE

Mar 16 2020

AMOUNT DUE

\$10.00

How the Budget Billing Plan Works

Budget Billing is conveniently designed for you to pay the same amount each month for 12 consecutive months. Changes to the monthly Budget Billing amount may be made during the year if rate changes occur, if you add additional services to your account, or if your actual usage changes significantly.

An annual adjustment is scheduled after you have received 12 monthly bills. At this time, your Budget Billing amount is recalculated based on your actual energy charges over the previous 12 months and the projected cost of energy over the next 12 months. Your payments and charges are then reconciled. If the total of your payments is not enough to cover your actual charges for the previous year (you owe us), you will be given the option to either pay the difference from the previous year in full, or pay the new Budget Billing amount which will include the amount brought forward from the previous year as part of the new monthly payment amount. If your payments are more than your actual charges (we owe you), the credit balance will be applied toward the recalculation of your new Budget Billing amount.

Budget Billing payments must be made in full by the due date to avoid a late payment charge of 1.5% of the outstanding billed and unpaid balance and/or being removed from the Budget Billing Plan.

Please call us if you have any questions. Thank you for choosing the Budget Billing Plan.

BUDGET BILLING STATEMENT

The table below recaps your Budget Billing activity (including actual charges and Budget Billing payments) since the beginning of your current Budget Billing plan. If you have any questions, please give us a call.

Month	Electric & Gas Charges	+ Installments	+ Other Charges & Credits	=	Total Charges	- Payments/ Adjustments	=	Account Balance
Account Balance at		Annual Adjustment				-98.37		-98.37
Feb 20	11.34	0.00	0.00		11.34	0.00		-87.03
Total	11.34	\$0.00	0.00		11.34	-98.37		

Current Account Balance -\$87.03

Your Budget Billing account is scheduled for annual adjustment during the month of January 2021.



SERVICE FOR
EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

EXHIBIT A
ACCOUNT NUMBER [REDACTED] Page 64 of 113
Page 1 of 3

DATE DUE
Apr 14 2020

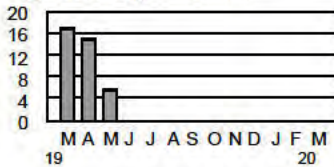
AMOUNT DUE
\$10.00

CUSTOMER SERVICE 1-800-251-7234
7am - 9pm, Monday - Friday

EMERGENCY SERVICE 1-888-333-4465
24 HOURS A DAY
Gas leaks, downed lines or power outages

MARCH STATEMENT GENERATED ON:
Mar 25 2020

Gas Usage History - Therms



	Mar 19	Mar 20
Therms used	17	0
Days in billing period	29	32
Cost	\$29.11	\$11.34

For a complete set of tools to analyze your usage,
log on to DominionEnergySC.com.

Dominion Energy South Carolina

DominionEnergySC.com

BUDGET BILLING SUMMARY

Previous Bill Amount	\$10.00
ePayment Received 03/19/20 THANK YOU	-10.00
Current Budget Billing Amount	10.00
Amount Due on 4/14/20	\$10.00

A late payment charge of 1.5% may be added to any balance remaining 25 days after billing.
Any remaining balance after 5pm on 4/23/20 is subject to late payment charges.

CURRENT ACCOUNT BALANCE

Please refer to the Budget Billing Statement for details. -\$85.69

SUMMARY OF CURRENT CHARGES

Gas Charges	\$11.34
Total Current Charges	\$11.34

! Due to the coronavirus, we have suspended all disconnects for non-payment and late payment charges, until further notice. For the time being, you can disregard any messaging related to disconnections or late fees. Making a payment arrangement to avoid disconnection is not necessary at this time. However, we do encourage you to pay as much of your bill as you can to prevent accumulation of a larger balance.

For everyone's safety, and to avoid potential mail delays, we ask customers who pay bills in person or through the mail to choose one of the other options we provide, including free online payment from your bank account, payments via credit or debit card, or automatic bank draft. We also encourage use of our 24/7 online digital tools and automated phone option for routine self-service, payments and billing information, as call wait times may be longer than usual.

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT, MAKING SURE THE RETURN ADDRESS SHOWS IN THE ENVELOPE WINDOW.

Dominion Energy
South Carolina

00000001560 14 BB 085301721 E

EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

PO Box 100255
Columbia, SC 29202-3255

ACCOUNT NUMBER

DATE DUE

Apr 14 2020

AMOUNT DUE

\$10.00

Please enter amount enclosed.

\$

Write account number on check.

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CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Mar 25 2020

EXHIBIT A
ACCOUNT NUMBER
Page 65 of 113

DATE DUE

Apr 14 2020

AMOUNT DUE

\$10.00

Payment Options

By Mail: Pay by check or money order in the enclosed envelope.

Online: Visit DominionEnergySC.com to pay directly from your bank account or credit card.

By Phone: Call 1-800-450-9160, 24 hours a day, to pay using your credit card, debit card or directly from your bank account. There is a fee of \$3.50 per transaction that BillMatrix receives for providing this service. Additional limitations may apply.

Business Office :

FLORA ST CUSTOMER SERVICE OFFICE,
1213 FLORA ST, COLUMBIA SC 29201

Authorized Payment Agencies:

Visit an authorized payment location near you to pay in person. There is no fee associated with service at an authorized payment location.

ALL SC AND NC WALMARTS

Unauthorized Payment Agencies:

Additional payment centers may exist in your area that are not Dominion Energy authorized payment locations. While these unauthorized locations may accept your Dominion Energy payment, they will charge a fee for doing so, and your payment will be delayed in reaching us.

CURRENT CHARGES

Gas Charges

RATE PLAN

32S - Res Standard Ser

METER READING

Gas Meter read on 03/23/20 at 11:29 am
(Next scheduled read date 4/21/20)

METER NO.	BILLING PERIOD	DAYS	CURRENT	PREVIOUS	CONSTANT	USAGE (CCF)	BTU FACTOR	THERMS
000966374	02/20/20-03/23/20	32	3702	3702	1	0	1.0300 =	
Basic Facilities Charge								10.90
Base - 0 Therms X \$ 1.020630								0.00
Franchise Fee 4.00% Paid To The Town Of Irmo								0.44
Total Gas Charges								\$11.34

Our customer service department will be closed Friday, April 10, in observance of Good Friday. You can make payments and payment arrangements anytime at DominionEnergySC.com. For electric and gas emergencies, call 1-888-333-4465.

Electronic check conversion. When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

Third Party Notification Program is a safety net that allows others to be aware of a situation that may affect your energy service, especially during extreme weather conditions. This program gives you the option of naming another person (such as a friend, relative, neighbor, clergy or social agency) to receive a copy of any disconnection notice sent to you. **The third party is not responsible for paying the bill.** Call 1-800-251-7234 to enroll.

CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Mar 25 2020

EXHIBIT A
 ACCOUNT NUMBER [REDACTED]
 Exhibit No. Page 66 of 113
 Page 3 of 3

DATE DUE

Apr 14 2020

AMOUNT DUE

\$10.00

How the Budget Billing Plan Works

Budget Billing is conveniently designed for you to pay the same amount each month for 12 consecutive months. Changes to the monthly Budget Billing amount may be made during the year if rate changes occur, if you add additional services to your account, or if your actual usage changes significantly.

An annual adjustment is scheduled after you have received 12 monthly bills. At this time, your Budget Billing amount is recalculated based on your actual energy charges over the previous 12 months and the projected cost of energy over the next 12 months. Your payments and charges are then reconciled. If the total of your payments is not enough to cover your actual charges for the previous year (you owe us), you will be given the option to either pay the difference from the previous year in full, or pay the new Budget Billing amount which will include the amount brought forward from the previous year as part of the new monthly payment amount. If your payments are more than your actual charges (we owe you), the credit balance will be applied toward the recalculation of your new Budget Billing amount.

Budget Billing payments must be made in full by the due date to avoid a late payment charge of 1.5% of the outstanding billed and unpaid balance and/or being removed from the Budget Billing Plan.

Please call us if you have any questions. Thank you for choosing the Budget Billing Plan.

BUDGET BILLING STATEMENT

The table below recaps your Budget Billing activity (including actual charges and Budget Billing payments) since the beginning of your current Budget Billing plan. If you have any questions, please give us a call.

Month		Electric & Gas Charges	+ Installments	+ Other Charges & Credits	=	Total Charges	- Payments/ Adjustments	=	Account Balance
Account Balance at		Annual Adjustment					-98.37		-98.37
Feb	20	11.34	0.00	0.00		11.34	-10.00		-97.03
Mar	20	11.34	0.00	0.00		11.34	0.00		-85.69
Total		22.68	\$0.00	0.00		22.68	-108.37		

Current Account Balance - \$85.69

Your Budget Billing account is scheduled for annual adjustment during the month of January 2021.



SERVICE FOR

EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

EXHIBIT A
ACCOUNT NUMBER [REDACTED] Page 67 of 113 Page 1 of 3

DATE DUE
May 13 2020

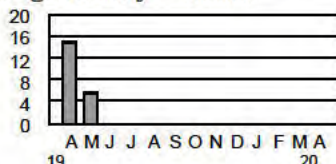
AMOUNT DUE
\$10.00

CUSTOMER SERVICE 1-800-251-7234
7am - 9pm, Monday - Friday

EMERGENCY SERVICE 1-888-333-4465
24 HOURS A DAY
Gas leaks, downed lines or power outages

APRIL STATEMENT GENERATED ON:
Apr 23 2020

Gas Usage History - Therms



	Apr 19	Apr 20
Therms used	15	0
Days in billing period	32	29
Cost	\$26.62	\$11.34

For a complete set of tools to analyze your usage, log on to DominionEnergySC.com.

Dominion Energy South Carolina

DominionEnergySC.com

BUDGET BILLING SUMMARY

Previous Bill Amount	\$10.00
ePayment Received 04/16/20 THANK YOU	-10.00
Current Budget Billing Amount	10.00
Amount Due on 5/13/20	\$10.00

A late payment charge of 1.5% may be added to any balance remaining 25 days after billing.
Any remaining balance after 5pm on 5/22/20 is subject to late payment charges.

CURRENT ACCOUNT BALANCE

Please refer to the Budget Billing Statement for details. -\$84.35

SUMMARY OF CURRENT CHARGES

Gas Charges	\$11.34
Total Current Charges	\$11.34

! We encourage you to continue to pay your bill as you normally would, if able. This will help you avoid a larger balance later. We have suspended disconnects for non-payment, until further notice, as well as late payment charges.

For everyone's safety, and to avoid potential mail delays, we ask customers who pay bills in person or through the mail to choose one of the other options we provide, including free online payment from your bank account, payments via credit or debit card, or automatic bank draft. We also encourage use of our 24/7 online digital tools and automated phone option for routine self-service, payments and billing information, as call wait times may be longer than usual.

! You can help shape the future.

By April 1, 2020, every home will have received an invitation to participate in the 2020 US Census. The results of the 2020 Census will inform decisions about federal funding, business growth in your area as well as plans for schools, highways, and your community at large. You can respond by phone, by mail, or online. For more information visit www.2020census.gov

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT, MAKING SURE THE RETURN ADDRESS SHOWS IN THE ENVELOPE WINDOW.

**Dominion Energy
South Carolina**

00000001547 14 BB 114301669 E

EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

PO Box 100255
Columbia, SC 29202-3255

ACCOUNT NUMBER

DATE DUE

May 13 2020

AMOUNT DUE

\$10.00

Please enter amount enclosed.

\$

Write account number on check.

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CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Apr 23 2020

ACCOUNT NUMBER

[REDACTED]

DATE DUE

May 13 2020

AMOUNT DUE

\$10.00

Payment Options

By Mail: Pay by check or money order in the enclosed envelope.

Online: Visit DominionEnergySC.com to pay directly from your bank account or credit card.

By Phone: Call 1-800-450-9160, 24 hours a day, to pay using your credit card, debit card or directly from your bank account. There is a fee of \$3.50 per transaction that BillMatrix receives for providing this service. Additional limitations may apply.

Business Office :

FLORA ST CUSTOMER SERVICE OFFICE,
1213 FLORA ST, COLUMBIA SC 29201

Authorized Payment Agencies:

Visit an authorized payment location near you to pay in person. There is no fee associated with service at an authorized payment location.

ALL SC AND NC WALMARTS

Unauthorized Payment Agencies:

Additional payment centers may exist in your area that are not Dominion Energy authorized payment locations. While these unauthorized locations may accept your Dominion Energy payment, they will charge a fee for doing so, and your payment will be delayed in reaching us.

CURRENT CHARGES

Gas Charges

RATE PLAN

32S - Res Standard Ser

METER READING

Gas Meter read on 04/21/20 at 11:30 am
(Next scheduled read date 5/20/20)

METER NO.	BILLING PERIOD	DAYS	CURRENT	PREVIOUS	CONSTANT	USAGE (CCF)	BTU FACTOR	THERMS
000966374	03/23/20-04/21/20	29	3702	3702	1	0	1.0320 =	
Basic Facilities Charge								10.90
Base - 0 Therms X \$ 1.020630								0.00
Franchise Fee 4.00% Paid To The Town Of Irmo								0.44
Total Gas Charges								\$11.34

Electronic check conversion. When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

Third Party Notification Program is a safety net that allows others to be aware of a situation that may affect your energy service, especially during extreme weather conditions. This program gives you the option of naming another person (such as a friend, relative, neighbor, clergy or social agency) to receive a copy of any disconnection notice sent to you. **The third party is not responsible for paying the bill.** Call 1-800-251-7234 to enroll.

CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Apr 23 2020

EXHIBIT A
ACCOUNT NUMBER
Page 69 of 113
Page 3 of 3

DATE DUE

May 13 2020

AMOUNT DUE

\$10.00

How the Budget Billing Plan Works

Budget Billing is conveniently designed for you to pay the same amount each month for 12 consecutive months. Changes to the monthly Budget Billing amount may be made during the year if rate changes occur, if you add additional services to your account, or if your actual usage changes significantly.

An annual adjustment is scheduled after you have received 12 monthly bills. At this time, your Budget Billing amount is recalculated based on your actual energy charges over the previous 12 months and the projected cost of energy over the next 12 months. Your payments and charges are then reconciled. If the total of your payments is not enough to cover your actual charges for the previous year (you owe us), you will be given the option to either pay the difference from the previous year in full, or pay the new Budget Billing amount which will include the amount brought forward from the previous year as part of the new monthly payment amount. If your payments are more than your actual charges (we owe you), the credit balance will be applied toward the recalculation of your new Budget Billing amount.

Budget Billing payments must be made in full by the due date to avoid a late payment charge of 1.5% of the outstanding billed and unpaid balance and/or being removed from the Budget Billing Plan.

Please call us if you have any questions. Thank you for choosing the Budget Billing Plan.

BUDGET BILLING STATEMENT

The table below recaps your Budget Billing activity (including actual charges and Budget Billing payments) since the beginning of your current Budget Billing plan. If you have any questions, please give us a call.

Month		Electric & Gas Charges	+ Installments	+ Other Charges & Credits	=	Total Charges	- Payments/ Adjustments	=	Account Balance
Account Balance at		Annual Adjustment					-98.37		-98.37
Feb	20	11.34	0.00	0.00		11.34	-10.00		-97.03
Mar	20	11.34	0.00	0.00		11.34	-10.00		-95.69
Apr	20	11.34	0.00	0.00		11.34	0.00		-84.35
Total		34.02	\$0.00	0.00		34.02	-118.37		

Current Account Balance -\$84.35

Your Budget Billing account is scheduled for annual adjustment during the month of January 2021.



SERVICE FOR

EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

EXHIBIT A
ACCOUNT NUMBER [REDACTED] Page 1 of 3
Page 70 of 113

DATE DUE
Jun 15 2020

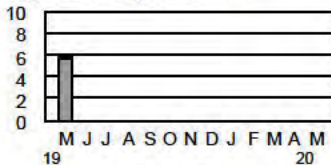
TOTAL AMOUNT DUE
\$20.00

CUSTOMER SERVICE 1-800-251-7234
7am - 9pm, Monday - Friday

EMERGENCY SERVICE 1-888-333-4465
24 HOURS A DAY
Gas leaks, downed lines or power outages

MAY STATEMENT GENERATED ON:
May 22 2020

Gas Usage History - Therms



	May 19	May 20
Therms used	6	0
Days in billing period	30	31
Cost	\$17.39	\$11.34

For a complete set of tools to analyze your usage,
log on to DominionEnergySC.com.

Dominion Energy South Carolina

DominionEnergySC.com

BUDGET BILLING SUMMARY

Previous Bill Amount	\$10.00
Current Budget Billing Amount	10.00
Payment Received No payments received	-0.00

Amount Due on 6/15/20 \$20.00

A late payment charge of 1.5% may be added to any balance remaining 25 days after billing.

CURRENT ACCOUNT BALANCE

Please refer to the Budget Billing Statement for details. -\$73.01

SUMMARY OF CURRENT CHARGES

Gas Charges	\$11.34
Total Current Charges	\$11.34

! We encourage you to continue to pay your bill as you normally would, if able. This will help you avoid a larger balance later. We have suspended disconnects for non-payment, until further notice, as well as late payment charges.

For everyone's safety, and to avoid potential mail delays, we ask customers who pay bills in person or through the mail to choose one of the other options we provide, including free online payment from your bank account, payments via credit or debit card, or automatic bank draft. We also encourage use of our 24/7 online digital tools and automated phone option for routine self-service, payments and billing information, as call wait times may be longer than usual.

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT, MAKING SURE THE RETURN ADDRESS SHOWS IN THE ENVELOPE WINDOW.

**Dominion Energy
South Carolina**

00000001533 14 BB 143301714 E

EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

PO Box 100255
Columbia, SC 29202-3255

ACCOUNT NUMBER

TOTAL AMOUNT DUE

\$20.00

DATE DUE

Jun 15 2020

Please enter amount enclosed.

\$

Write account number on check.

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CUSTOMER SERVICE

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ACCOUNT NUMBER Page 71 of 113 Page 2 of 3

1-800-251-7234

STATEMENT DATE

May 22 2020

DATE DUE

Jun 15 2020

TOTAL AMOUNT DUE

\$20.00

Payment Options

By Mail: Pay by check or money order in the enclosed envelope.

Online: Visit DominionEnergySC.com to pay directly from your bank account or credit card.

By Phone: Call 1-800-450-9160, 24 hours a day, to pay using your credit card, debit card or directly from your bank account. There is a fee of \$3.50 per transaction that BillMatrix receives for providing this service. Additional limitations may apply.

Business Office :

FLORA ST CUSTOMER SERVICE OFFICE,
1213 FLORA ST, COLUMBIA SC 29201

Authorized Payment Agencies:

Visit an authorized payment location near you to pay in person. There is no fee associated with service at an authorized payment location.

ALL SC AND NC WALMARTS

Unauthorized Payment Agencies:

Additional payment centers may exist in your area that are not Dominion Energy authorized payment locations. While these unauthorized locations may accept your Dominion Energy payment, they will charge a fee for doing so, and your payment will be delayed in reaching us.

CURRENT CHARGES

Gas Charges

RATE PLAN

32S - Res Standard Ser

METER READING

Gas Meter read on 05/22/20 at 09:24 am
(Next scheduled read date 6/22/20)

METER NO.	BILLING PERIOD	DAYS	CURRENT	PREVIOUS	CONSTANT	USAGE (CCF)	BTU FACTOR	THERMS
000966374	04/21/20-05/22/20	31	3702	3702	1	0	1.0280 =	
Basic Facilities Charge								10.90
Base - 0 Therms X \$ 1.075320								0.00
Franchise Fee 4.00% Paid To The Town Of Irmo								0.44
Total Gas Charges								\$11.34

We did not receive full payment for your last bill. If you have paid since the billing date, please accept our thanks. If you have not yet paid, we would appreciate your payment as soon as possible.

Electronic check conversion. When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

Third Party Notification Program is a safety net that allows others to be aware of a situation that may affect your energy service, especially during extreme weather conditions. This program gives you the option of naming another person (such as a friend, relative, neighbor, clergy or social agency) to receive a copy of any disconnection notice sent to you. **The third party is not responsible for paying the bill.** Call 1-800-251-7234 to enroll.

CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

May 22 2020

EXHIBIT A
 Exhibit No. Page 58 of 92
 ACCOUNT NUMBER Page 72 of 113
 Page 3 of 3

DATE DUE

Jun 15 2020

TOTAL AMOUNT DUE

\$20.00

How the Budget Billing Plan Works

Budget Billing is conveniently designed for you to pay the same amount each month for 12 consecutive months. Changes to the monthly Budget Billing amount may be made during the year if rate changes occur, if you add additional services to your account, or if your actual usage changes significantly.

An annual adjustment is scheduled after you have received 12 monthly bills. At this time, your Budget Billing amount is recalculated based on your actual energy charges over the previous 12 months and the projected cost of energy over the next 12 months. Your payments and charges are then reconciled. If the total of your payments is not enough to cover your actual charges for the previous year (you owe us), you will be given the option to either pay the difference from the previous year in full, or pay the new Budget Billing amount which will include the amount brought forward from the previous year as part of the new monthly payment amount. If your payments are more than your actual charges (we owe you), the credit balance will be applied toward the recalculation of your new Budget Billing amount.

Budget Billing payments must be made in full by the due date to avoid a late payment charge of 1.5% of the outstanding billed and unpaid balance and/or being removed from the Budget Billing Plan.

Please call us if you have any questions. Thank you for choosing the Budget Billing Plan.

BUDGET BILLING STATEMENT

The table below recaps your Budget Billing activity (including actual charges and Budget Billing payments) since the beginning of your current Budget Billing plan. If you have any questions, please give us a call.

Month		Electric & Gas Charges	+ Installments	+ Other Charges & Credits	=	Total Charges	- Payments/ Adjustments	=	Account Balance
Account Balance at		Annual Adjustment					-98.37		-98.37
Feb	20	11.34	0.00	0.00		11.34	-10.00		-97.03
Mar	20	11.34	0.00	0.00		11.34	-10.00		-95.69
Apr	20	11.34	0.00	0.00		11.34	0.00		-84.35
May	20	11.34	0.00	0.00		11.34	0.00		-73.01
Total		45.36	\$0.00	0.00		45.36	-118.37		

Current Account Balance -\$73.01

Your Budget Billing account is scheduled for annual adjustment during the month of January 2021.



SERVICE FOR
EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

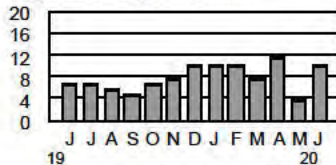
EXHIBIT A
Exhibit No. Page 53 of 92
ACCOUNT NUMBER Page 73 of 113
DATE DUE
No Payment Due
AMOUNT DUE
\$0.00

CUSTOMER SERVICE 1-800-251-7234
7am - 9pm, Monday - Friday

EMERGENCY SERVICE 1-888-333-4465
24 HOURS A DAY
Gas leaks, downed lines or power outages

JUNE STATEMENT GENERATED ON:
Jun 24 2020

Gas Usage History - Therms



	Jun 19	Jun 20
Therms used	7	10
Days in billing period	29	31
Cost	\$18.79	\$22.52

For a complete set of tools to analyze your usage,
log on to DominionEnergySC.com.

Dominion Energy South Carolina

DominionEnergySC.com

BUDGET BILLING SUMMARY

Previous Bill Amount	\$20.00
ePayment Received 05/22/20 THANK YOU	-10.00
ePayment Received 06/19/20 THANK YOU	-20.00
Current Budget Billing Amount	10.00
Amount Due	\$0.00

CURRENT ACCOUNT BALANCE

Please refer to the Budget Billing Statement for details. \$32.37

SUMMARY OF CURRENT CHARGES

Gas Charges	\$22.52
Billing Charges & Credits	112.86
Total Current Charges	\$135.38

! We encourage you to continue to pay your bill as you normally would, if able. This will help you avoid a larger balance later. We have suspended disconnects for non-payment, until further notice, as well as late payment charges.

For everyone's safety, and to avoid potential mail delays, we ask customers who pay bills in person or through the mail to choose one of the other options we provide, including free online payment from your bank account, payments via credit or debit card, or automatic bank draft. We also encourage use of our 24/7 online digital tools and automated phone option for routine self-service, payments and billing information, as call wait times may be longer than usual.

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.

Dominion Energy
South Carolina

ACCOUNT NUMBER

DATE DUE

No Payment Due

AMOUNT DUE

\$0.00

0000000000022 14 BB 176301708 E

EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

PO Box 100255
Columbia, SC 29202-3255

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CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Jun 24 2020

ACCOUNT NUMBER

DATE DUE

No Payment Due

AMOUNT DUE

\$0.00

Payment Options

By Mail: Pay by check or money order in the enclosed envelope.

Online: Visit DominionEnergySC.com to pay directly from your bank account or credit card.

By Phone: Call 1-800-450-9160, 24 hours a day, to pay using your credit card, debit card or directly from your bank account. There is a fee of \$3.50 per transaction that BillMatrix receives for providing this service. Additional limitations may apply.

Business Office :

FLORA ST CUSTOMER SERVICE OFFICE,
1213 FLORA ST, COLUMBIA SC 29201

Authorized Payment Agencies:

Visit an authorized payment location near you to pay in person. There is no fee associated with service at an authorized payment location.

ALL SC AND NC WALMARTS

Unauthorized Payment Agencies:

Additional payment centers may exist in your area that are not Dominion Energy authorized payment locations. While these unauthorized locations may accept your Dominion Energy payment, they will charge a fee for doing so, and your payment will be delayed in reaching us.

CURRENT CHARGES

Gas Charges

RATE PLAN

32S - Res Standard Ser

METER READING

Gas Meter read on 06/22/20 at 10:18 am
(Next scheduled read date 7/23/20)

METER NO.	BILLING PERIOD	DAYS	CURRENT	PREVIOUS	CONSTANT	USAGE (CCF)	BTU FACTOR	THERMS
001264407	05/22/20-06/22/20	31	10	0	1	10	1.0290 =	10.90
Basic Facilities Charge								10.90
Base - 10 Therms X \$ 1.075320								10.75
Franchise Fee 4.00% Paid To The Town Of Irmo								0.87
Total Gas Charges								\$22.52

Billing Charges & Credits

Estimated Usage Due to Stopped Meter	112.86
Total Billing Charges & Credits	\$112.86

Our customer service department will be closed Friday, July 3, in observance of Independence Day. You can make payments and payment arrangements anytime at DominionEnergySC.com. For electric and gas emergencies, call 1-888-333-4465.

If you have fallen behind on your bill, It is important to set up a payment arrangement. We're here to help. Please check your bill statement (paper or online) for a possible payment arrangement and the details of the plan. If you need to contact us directly about your bill or the arrangement offered, please call 1-800-251-7234.

Electronic check conversion. When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Jun 24 2020

ACCOUNT NUMBER

DATE DUE

No Payment Due

AMOUNT DUE

\$0.00

Excess Flow Valves (EFVs) are designed to shut off the flow of natural gas automatically if the service line that runs from Dominion Energy South Carolina's system to your meter breaks (e.g., excavation damage), thereby lessening the possibility of injury or property damage. An EFV is not required for the normal, safe operation of your service, but at your request, we will install one on your service line at a mutually agreeable date provided that the load does not exceed 1,000 standard cubic feet per hour and that certain conditions in 49 C.F.R. 192.383(c) are not present. If you request an EFV, the cost to have an EFV installed on your existing service generally ranges from \$500 to \$2,500, which would cover the costs of installation, maintenance, and any future replacement. For more information, call 1-800-251-7234 or visit DominionEnergySC.com/gassafety for more information.

Third Party Notification Program is a safety net that allows others to be aware of a situation that may affect your energy service, especially during extreme weather conditions. This program gives you the option of naming another person (such as a friend, relative, neighbor, clergy or social agency) to receive a copy of any disconnection notice sent to you. ***The third party is not responsible for paying the bill.*** Call 1-800-251-7234 to enroll.



CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Jun 24 2020

EXHIBIT A
ACCOUNT NUMBER
Page 76 of 113
Page 4 of 4

DATE DUE

No Payment Due

AMOUNT DUE

\$0.00

How the Budget Billing Plan Works

Budget Billing is conveniently designed for you to pay the same amount each month for 12 consecutive months. Changes to the monthly Budget Billing amount may be made during the year if rate changes occur, if you add additional services to your account, or if your actual usage changes significantly.

An annual adjustment is scheduled after you have received 12 monthly bills. At this time, your Budget Billing amount is recalculated based on your actual energy charges over the previous 12 months and the projected cost of energy over the next 12 months. Your payments and charges are then reconciled. If the total of your payments is not enough to cover your actual charges for the previous year (you owe us), you will be given the option to either pay the difference from the previous year in full, or pay the new Budget Billing amount which will include the amount brought forward from the previous year as part of the new monthly payment amount. If your payments are more than your actual charges (we owe you), the credit balance will be applied toward the recalculation of your new Budget Billing amount.

Budget Billing payments must be made in full by the due date to avoid a late payment charge of 1.5% of the outstanding billed and unpaid balance and/or being removed from the Budget Billing Plan.

Please call us if you have any questions. Thank you for choosing the Budget Billing Plan.

BUDGET BILLING STATEMENT

The table below recaps your Budget Billing activity (including actual charges and Budget Billing payments) since the beginning of your current Budget Billing plan. If you have any questions, please give us a call.

Month		Electric & Gas Charges	+ Installments	+ Other Charges & Credits	=	Total Charges	- Payments/ Adjustments	=	Account Balance
Account Balance at		Annual Adjustment					-97.47		-97.47
Feb	20	11.34	0.00	0.00		11.34	-10.00		-96.13
Mar	20	11.34	0.00	0.00		11.34	-10.00		-94.79
Apr	20	11.34	0.00	0.00		11.34	0.00		-83.45
May	20	11.34	0.00	0.00		11.34	-30.00		-102.11
Jun	20	134.48	0.00	0.00		134.48	0.00		32.37
Total		179.84	\$0.00	0.00		179.84	-147.47		
Current Account Balance									\$32.37

Your Budget Billing account is scheduled for annual adjustment during the month of January 2021.



SERVICE FOR
EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

EXHIBIT A
ACCOUNT NUMBER [REDACTED]
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Page 1 of 3

DATE DUE

No Payment Due

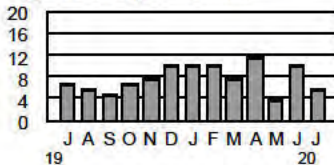
CREDIT BALANCE
-\$10.00

CUSTOMER SERVICE 1-800-251-7234
7am - 9pm, Monday - Friday

EMERGENCY SERVICE 1-888-333-4465
24 HOURS A DAY
Gas leaks, downed lines or power outages

JULY STATEMENT GENERATED ON:
Jul 27 2020

Gas Usage History - Therms



	Jul 19	Jul 20
Therms used	7	6
Days in billing period	33	31
Cost	\$18.79	\$18.35

For a complete set of tools to analyze your usage,
log on to DominionEnergySC.com.

Dominion Energy South Carolina

DominionEnergySC.com

BUDGET BILLING SUMMARY

Previous Bill Amount	\$0.00
ePayment Received 07/22/20 THANK YOU	-20.00
Current Budget Billing Amount	10.00
Credit Balance	-\$10.00

No payment is due this month. Your account has a credit balance.

CURRENT ACCOUNT BALANCE

Please refer to the Budget Billing Statement for details. \$30.72

SUMMARY OF CURRENT CHARGES

Gas Charges	\$18.35
Total Current Charges	\$18.35

! Dominion Energy South Carolina will return to normal collections processes, to include disconnection for non-payment, assessment of late payment charges and reconnection fees, no earlier than September 14, 2020. We remain committed to helping customers who are faced with financial difficulties due to the pandemic by offering both short term and longer term payment plan options. Log into your account at www.dominionenergysc.com to view available payment options or call us at 1-800-251-7234. We also encourage residential customers to check for available assistance from their local community action agency. Visit dominionenergysc.com/assistance for details.

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.

Dominion Energy
South Carolina

00000001539 14 BB 209301652 E

EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

PO Box 100255
Columbia, SC 29202-3255

ACCOUNT NUMBER

DATE DUE

No Payment Due

CREDIT BALANCE

-\$10.00

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CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Jul 27 2020

EXHIBIT A
ACCOUNT NUMBER [REDACTED]
Page 78 of 113

DATE DUE

No Payment Due

CREDIT BALANCE
-\$10.00

Payment Options

By Mail: Pay by check or money order in the enclosed envelope.

Online: Visit DominionEnergySC.com to pay directly from your bank account or credit card.

By Phone: Call 1-800-450-9160, 24 hours a day, to pay using your credit card, debit card or directly from your bank account. There is a fee of \$3.50 per transaction that BillMatrix receives for providing this service. Additional limitations may apply.

Business Office :

FLORA ST CUSTOMER SERVICE OFFICE,
1213 FLORA ST, COLUMBIA SC 29201

Authorized Payment Agencies:

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ALL SC AND NC WALMARTS

Unauthorized Payment Agencies:

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CURRENT CHARGES

Gas Charges

RATE PLAN

32S - Res Standard Ser

METER READING

Gas Meter read on 07/23/20 at 11:03 am
(Next scheduled read date 8/21/20)

METER NO.	BILLING PERIOD	DAYS	CURRENT	PREVIOUS	CONSTANT	USAGE (CCF)	BTU FACTOR	THERMS
001264407	06/22/20-07/23/20	31	16	10	1	6	1.0300 =	
Basic Facilities Charge								10.90
Base - 6 Therms X \$ 1.123210								6.74
Franchise Fee 4.00% Paid To The Town Of Irmo								0.71
Total Gas Charges								\$18.35

Electronic check conversion. When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

Third Party Notification Program is a safety net that allows others to be aware of a situation that may affect your energy service, especially during extreme weather conditions. This program gives you the option of naming another person (such as a friend, relative, neighbor, clergy or social agency) to receive a copy of any disconnection notice sent to you. **The third party is not responsible for paying the bill.** Call 1-800-251-7234 to enroll.

CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Jul 27 2020

EXHIBIT A
ACCOUNT NUMBER
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Page 3 of 3

DATE DUE

No Payment Due

CREDIT BALANCE
-\$10.00

How the Budget Billing Plan Works

Budget Billing is conveniently designed for you to pay the same amount each month for 12 consecutive months. Changes to the monthly Budget Billing amount may be made during the year if rate changes occur, if you add additional services to your account, or if your actual usage changes significantly.

An annual adjustment is scheduled after you have received 12 monthly bills. At this time, your Budget Billing amount is recalculated based on your actual energy charges over the previous 12 months and the projected cost of energy over the next 12 months. Your payments and charges are then reconciled. If the total of your payments is not enough to cover your actual charges for the previous year (you owe us), you will be given the option to either pay the difference from the previous year in full, or pay the new Budget Billing amount which will include the amount brought forward from the previous year as part of the new monthly payment amount. If your payments are more than your actual charges (we owe you), the credit balance will be applied toward the recalculation of your new Budget Billing amount.

Budget Billing payments must be made in full by the due date to avoid a late payment charge of 1.5% of the outstanding billed and unpaid balance and/or being removed from the Budget Billing Plan.

Please call us if you have any questions. Thank you for choosing the Budget Billing Plan.

BUDGET BILLING STATEMENT

The table below recaps your Budget Billing activity (including actual charges and Budget Billing payments) since the beginning of your current Budget Billing plan. If you have any questions, please give us a call.

Month		Electric & Gas Charges	+ Installments	+ Other Charges & Credits	=	Total Charges	- Payments/ Adjustments	=	Account Balance
Account Balance at		Annual Adjustment							
Feb	20	11.34	0.00	0.00		11.34	-10.00		-96.13
Mar	20	11.34	0.00	0.00		11.34	-10.00		-94.79
Apr	20	11.34	0.00	0.00		11.34	0.00		-83.45
May	20	11.34	0.00	0.00		11.34	-30.00		-102.11
Jun	20	134.48	0.00	0.00		134.48	-20.00		12.37
Jul	20	18.35	0.00	0.00		18.35	0.00		30.72
Total		198.19	\$0.00	0.00		198.19	-167.47		

Current Account Balance \$30.72

Your Budget Billing account is scheduled for annual adjustment during the month of January 2021.



SERVICE FOR
EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

EXHIBIT A
ACCOUNT NUMBER [REDACTED]
Exhibit No. Page 88 of 113
Page 80 of 113
Page 1 of 3

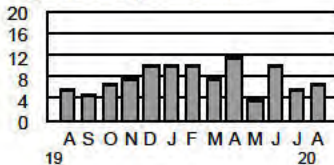
DATE DUE
No Payment Due
CREDIT BALANCE
-\$20.00

CUSTOMER SERVICE 1-800-251-7234
7am - 6pm, Monday - Friday

EMERGENCY SERVICE 1-888-333-4465
24 HOURS A DAY
Gas leaks, downed lines or power outages

AUGUST STATEMENT GENERATED ON:
Aug 25 2020

Gas Usage History - Therms



	Aug 19	Aug 20
Therms used	6	7
Days in billing period	30	29
Cost	\$17.71	\$19.51

For a complete set of tools to analyze your usage,
log on to DominionEnergySC.com.

Dominion Energy South Carolina

DominionEnergySC.com

BUDGET BILLING SUMMARY

Previous Bill Amount	\$-10.00
ePayment Received 08/15/20 THANK YOU	-20.00
Current Budget Billing Amount	10.00
Credit Balance	-\$20.00

No payment is due this month. Your account has a credit balance.

CURRENT ACCOUNT BALANCE

Please refer to the Budget Billing Statement for details. \$30.23

SUMMARY OF CURRENT CHARGES

Gas Charges	\$19.51
Total Current Charges	\$19.51

! Dominion Energy South Carolina will return to normal collections processes, to include disconnection for non-payment, assessment of late payment charges and reconnection fees, no earlier than September 14, 2020. We remain committed to helping customers who are faced with financial difficulties due to the pandemic by offering both short term and longer-term payment plan options. Log into your account at www.dominionenergysc.com to view available payment options or call us at 1-800-251-7234. We encourage residential customers to check for available assistance from their local community action agency. Visit dominionenergysc.com/assistance for details.

Customer service offices located in Beaufort, Columbia, North Charleston and Warrentonville, closed since March 16, 2020, will remain permanently closed. There are several other convenient payment options available that offer easy, fast and secure access to your account from your mobile device, phone, computer, and over 150 authorized payment agency locations.

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.

Dominion Energy
South Carolina

00000001539 14 BB 238301694 E

EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

PO Box 100255
Columbia, SC 29202-3255

ACCOUNT NUMBER

DATE DUE

No Payment Due

CREDIT BALANCE

-\$20.00

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CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Aug 25 2020

ACCOUNT NUMBER

DATE DUE

No Payment Due

CREDIT BALANCE

-\$20.00

Payment Options

By Mail: Pay by check or money order in the enclosed envelope.

Online: Visit DominionEnergySC.com to pay directly from your bank account or credit card.

By Phone: Call 1-800-450-9160, 24 hours a day, to pay using your credit card, debit card or directly from your bank account. There is a fee of \$3.50 per transaction that BillMatrix receives for providing this service. Additional limitations may apply.

Authorized Payment Agencies:

Visit an authorized payment location near you to pay in person. There is no fee associated with service at an authorized payment location.

ALL SC AND NC WALMARTS

Unauthorized Payment Agencies:

Additional payment centers may exist in your area that are not Dominion Energy authorized payment locations. While these unauthorized locations may accept your Dominion Energy payment, they will charge a fee for doing so, and your payment will be delayed in reaching us.

CURRENT CHARGES

Gas Charges

RATE PLAN

32S - Res Standard Ser

METER READING

Gas Meter read on 08/21/20 at 11:49 am
(Next scheduled read date 9/22/20)

METER NO.	BILLING PERIOD	DAYS	CURRENT	PREVIOUS	CONSTANT	USAGE (CCF)	BTU FACTOR	THERMS
001264407	07/23/20-08/21/20	29	23	16	1	7	1.0330 =	
Basic Facilities Charge								10.90
Base - 7 Therms X \$ 1.123210								7.86
Franchise Fee 4.00% Paid To The Town Of Irmo								0.75
Total Gas Charges								\$19.51

Our customer service department will be closed Monday, September 7, in observance of Labor Day. You can make payments and payment arrangements anytime at DominionEnergySC.com. For electric and gas emergencies, call 1-888-333-4465.

Electronic check conversion. When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

Third Party Notification Program is a safety net that allows others to be aware of a situation that may affect your energy service, especially during extreme weather conditions. This program gives you the option of naming another person (such as a friend, relative, neighbor, clergy or social agency) to receive a copy of any disconnection notice sent to you. **The third party is not responsible for paying the bill.** Call 1-800-251-7234 to enroll.

CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Aug 25 2020

EXHIBIT A
ACCOUNT NUMBER
Page 82 of 113
Page 3 of 3

DATE DUE

No Payment Due

CREDIT BALANCE
-\$20.00

How the Budget Billing Plan Works

Budget Billing is conveniently designed for you to pay the same amount each month for 12 consecutive months. Changes to the monthly Budget Billing amount may be made during the year if rate changes occur, if you add additional services to your account, or if your actual usage changes significantly.

An annual adjustment is scheduled after you have received 12 monthly bills. At this time, your Budget Billing amount is recalculated based on your actual energy charges over the previous 12 months and the projected cost of energy over the next 12 months. Your payments and charges are then reconciled. If the total of your payments is not enough to cover your actual charges for the previous year (you owe us), you will be given the option to either pay the difference from the previous year in full, or pay the new Budget Billing amount which will include the amount brought forward from the previous year as part of the new monthly payment amount. If your payments are more than your actual charges (we owe you), the credit balance will be applied toward the recalculation of your new Budget Billing amount.

Budget Billing payments must be made in full by the due date to avoid a late payment charge of 1.5% of the outstanding billed and unpaid balance and/or being removed from the Budget Billing Plan.

Please call us if you have any questions. Thank you for choosing the Budget Billing Plan.

BUDGET BILLING STATEMENT

The table below recaps your Budget Billing activity (including actual charges and Budget Billing payments) since the beginning of your current Budget Billing plan. If you have any questions, please give us a call.

Month		Electric & Gas Charges	+ Installments	+ Other Charges & Credits	=	Total Charges	- Payments/ Adjustments	=	Account Balance
Account Balance at		Annual Adjustment					-97.47		-97.47
Feb	20	11.34	0.00	0.00		11.34	-10.00		-96.13
Mar	20	11.34	0.00	0.00		11.34	-10.00		-94.79
Apr	20	11.34	0.00	0.00		11.34	0.00		-83.45
May	20	11.34	0.00	0.00		11.34	-30.00		-102.11
Jun	20	134.48	0.00	0.00		134.48	-20.00		12.37
Jul	20	18.35	0.00	0.00		18.35	-20.00		10.72
Aug	20	19.51	0.00	0.00		19.51	0.00		30.23
Total		217.70	\$0.00	0.00		217.70	-187.47		

Current Account Balance \$30.23

Your Budget Billing account is scheduled for annual adjustment during the month of January 2021.



SERVICE FOR
EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

EXHIBIT A
Exhibit No. Page 63 of 92
ACCOUNT NUMBER Page 83 of 113
Page 1 of 3

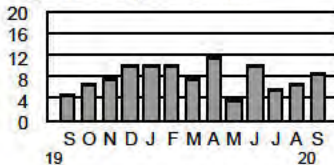
DATE DUE
No Payment Due
CREDIT BALANCE
-\$30.00

CUSTOMER SERVICE 1-800-251-7234
7am - 6pm, Monday - Friday

EMERGENCY SERVICE 1-888-333-4465
24 HOURS A DAY
Gas leaks, downed lines or power outages

SEPTEMBER STATEMENT GENERATED
ON:
Sep 24 2020

Gas Usage History - Therms



	Sep 19	Sep 20
Therms used	5	9
Days in billing period	29	32
Cost	\$16.63	\$22.87

For a complete set of tools to analyze your usage,
log on to DominionEnergySC.com.

Dominion Energy South Carolina

DominionEnergySC.com

BUDGET BILLING SUMMARY

Previous Bill Amount	\$-20.00
ePayment Received 09/19/20 THANK YOU	-20.00
Current Budget Billing Amount	10.00
Credit Balance	-\$30.00

No payment is due this month. Your account has a credit balance.

CURRENT ACCOUNT BALANCE

Please refer to the Budget Billing Statement for details. \$33.10

SUMMARY OF CURRENT CHARGES

Gas Charges	\$22.87
Total Current Charges	\$22.87

! Customer service offices located in Beaufort, Columbia, North Charleston and Warrentonville, closed since March 16, 2020, will remain permanently closed. There are several other convenient payment options available that offer easy, fast and secure access to your account from your mobile device, phone, computer, and over 150 authorized payment agency locations.

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.

Dominion Energy
South Carolina

ACCOUNT NUMBER

DATE DUE

No Payment Due

CREDIT BALANCE

-\$30.00

00000001517 14 BB 268301691 E

EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

PO Box 100255
Columbia, SC 29202-3255

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CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Sep 24 2020

ACCOUNT NUMBER [REDACTED]

DATE DUE

No Payment Due

CREDIT BALANCE
-\$30.00

Payment Options

By Mail: Pay by check or money order in the enclosed envelope. Please do not mail cash.

Online: Visit DominionEnergySC.com to pay directly from your bank account or credit card.

By Phone: Call 1-800-450-9160, 24 hours a day, to pay using your credit card, debit card or directly from your bank account. There is a fee of \$3.50 per transaction that BillMatrix receives for providing this service. Additional limitations may apply.

Authorized Payment Agencies:

Visit an authorized payment location near you to pay in person. There is no fee associated with service at an authorized payment location.

ALL SC AND NC WALMARTS

Unauthorized Payment Agencies:

Additional payment centers may exist in your area that are not Dominion Energy authorized payment locations. While these unauthorized locations may accept your Dominion Energy payment, they will charge a fee for doing so, and your payment will be delayed in reaching us.

CURRENT CHARGES

Gas Charges

RATE PLAN

32S - Res Standard Ser

METER READING

Gas Meter read on 09/22/20 at 01:22 pm
(Next scheduled read date 10/21/20)

METER NO.	BILLING PERIOD	DAYS	CURRENT	PREVIOUS	CONSTANT	USAGE (CCF)	BTU FACTOR	THERMS
001264407	08/21/20-09/22/20	32	32	23	1	9	1.0350 =	
Basic Facilities Charge								10.90
Base - 9 Therms X \$ 1.232440								11.09
Franchise Fee 4.00% Paid To The Town Of Irmo								0.88
Total Gas Charges								\$22.87

Electronic check conversion. When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

Third Party Notification Program is a safety net that allows others to be aware of a situation that may affect your energy service, especially during extreme weather conditions. This program gives you the option of naming another person (such as a friend, relative, neighbor, clergy or social agency) to receive a copy of any disconnection notice sent to you. ***The third party is not responsible for paying the bill.*** Call 1-800-251-7234 to enroll.

CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Sep 24 2020

EXHIBIT A
 ACCOUNT NUMBER [REDACTED]
 Exhibit No. Page 85 of 113
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 Page 3 of 3

DATE DUE

No Payment Due

CREDIT BALANCE
 -\$30.00

How the Budget Billing Plan Works

Budget Billing is conveniently designed for you to pay the same amount each month for 12 consecutive months. Changes to the monthly Budget Billing amount may be made during the year if rate changes occur, if you add additional services to your account, or if your actual usage changes significantly.

An annual adjustment is scheduled after you have received 12 monthly bills. At this time, your Budget Billing amount is recalculated based on your actual energy charges over the previous 12 months and the projected cost of energy over the next 12 months. Your payments and charges are then reconciled. If the total of your payments is not enough to cover your actual charges for the previous year (you owe us), you will be given the option to either pay the difference from the previous year in full, or pay the new Budget Billing amount which will include the amount brought forward from the previous year as part of the new monthly payment amount. If your payments are more than your actual charges (we owe you), the credit balance will be applied toward the recalculation of your new Budget Billing amount.

Budget Billing payments must be made in full by the due date to avoid a late payment charge of 1.5% of the outstanding billed and unpaid balance and/or being removed from the Budget Billing Plan.

Please call us if you have any questions. Thank you for choosing the Budget Billing Plan.

BUDGET BILLING STATEMENT

The table below recaps your Budget Billing activity (including actual charges and Budget Billing payments) since the beginning of your current Budget Billing plan. If you have any questions, please give us a call.

Month		Electric & Gas Charges	+ Installments	+ Other Charges & Credits	=	Total Charges	- Payments/ Adjustments	=	Account Balance
Account Balance at		Annual Adjustment					-97.47		-97.47
Feb	20	11.34	0.00	0.00		11.34	-10.00		-96.13
Mar	20	11.34	0.00	0.00		11.34	-10.00		-94.79
Apr	20	11.34	0.00	0.00		11.34	0.00		-83.45
May	20	11.34	0.00	0.00		11.34	-30.00		-102.11
Jun	20	134.48	0.00	0.00		134.48	-20.00		12.37
Jul	20	18.35	0.00	0.00		18.35	-20.00		10.72
Aug	20	19.51	0.00	0.00		19.51	-20.00		10.23
Sep	20	22.87	0.00	0.00		22.87	0.00		33.10
Total		240.57	\$0.00	0.00		240.57	-207.47		

Current Account Balance \$33.10

Your Budget Billing account is scheduled for annual adjustment during the month of January 2021.



SERVICE FOR
EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

EXHIBIT A
ACCOUNT NUMBER [REDACTED]
Exhibit No. Page 73 of 92
Page 86 of 113 Page 1 of 3

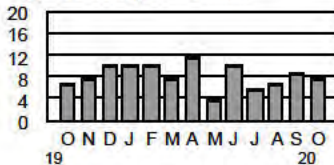
DATE DUE	CREDIT BALANCE
No Payment Due	-\$20.00

CUSTOMER SERVICE 1-800-251-7234
7am - 6pm, Monday - Friday

EMERGENCY SERVICE 1-888-333-4465
24 HOURS A DAY
Gas leaks, downed lines or power outages

OCTOBER STATEMENT GENERATED ON:
Oct 23 2020

Gas Usage History - Therms



	Oct 19	Oct 20
Therms used	7	8
Days in billing period	31	29
Cost	\$18.79	\$21.59

For a complete set of tools to analyze your usage,
log on to DominionEnergySC.com.

Dominion Energy South Carolina

DominionEnergySC.com

BUDGET BILLING SUMMARY

Previous Bill Amount	\$-30.00
Current Budget Billing Amount	10.00
Payment Received	No payments received
	-0.00
Credit Balance	-\$20.00

No payment is due this month. Your account has a credit balance.

CURRENT ACCOUNT BALANCE

Please refer to the Budget Billing Statement for details. \$54.69

SUMMARY OF CURRENT CHARGES

Gas Charges	\$21.59
Total Current Charges	\$21.59



Dominion Energy remains committed to helping customers who are faced with financial difficulties due to the pandemic. Therefore, we are encouraging all customers who have past due balances to closely evaluate their bill balances now and establish a payment plan to avoid possible disconnection of service. We have both short-term and longer term, interest-free payment plan options. Log into your account at www.dominionenergysc.com to view available options or call us at 1-800-251-7234. We also encourage residential customers to check for available assistance from their local community action agency. Visit dominionenergysc.com/assistance or simply dial 2-1-1 to locate assistance agencies in your area.

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.

Dominion Energy
South Carolina

ACCOUNT NUMBER

DATE DUE

No Payment Due

CREDIT BALANCE

-\$20.00

00000001503 14 BB 297301637 E

EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

PO Box 100255
Columbia, SC 29202-3255

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1-800-251-7234

STATEMENT DATE

Oct 23 2020

DATE DUE

No Payment Due

CREDIT BALANCE

-\$20.00

Payment Options

By Mail: Pay by check or money order in the enclosed envelope. Please do not mail cash.

Online: Visit DominionEnergySC.com to pay directly from your bank account or credit card.

By Phone: Call 1-800-450-9160, 24 hours a day, to pay using your credit card, debit card or directly from your bank account. There is a fee of \$3.50 per transaction that BillMatrix receives for providing this service. Additional limitations may apply.

Authorized Payment Agencies:

Visit an authorized payment location near you to pay in person. There is no fee associated with service at an authorized payment location.

ALL SC AND NC WALMARTS

Unauthorized Payment Agencies:

Additional payment centers may exist in your area that are not Dominion Energy authorized payment locations. While these unauthorized locations may accept your Dominion Energy payment, they will charge a fee for doing so, and your payment will be delayed in reaching us.

CURRENT CHARGES

Gas Charges

RATE PLAN

32S - Res Standard Ser

METER READING

Gas Meter read on 10/21/20 at 12:18 pm
(Next scheduled read date 11/19/20)

METER NO.	BILLING PERIOD	DAYS	CURRENT	PREVIOUS	CONSTANT	USAGE (CCF)	BTU FACTOR	THERMS
001264407	09/22/20-10/21/20	29	40	32	1	8	1.0360 =	
Basic Facilities Charge								10.90
Base - 8 Therms X \$ 1.232440								9.86
Franchise Fee 4.00% Paid To The Town Of Irmo								0.83
Total Gas Charges								\$21.59

Our customer service department will be closed Wednesday, November 11 for Veterans Day. You can make payments and payment arrangements anytime at DominionEnergySC.com. For electric and gas emergencies, call 1-888-333-4465.

Electronic check conversion. When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

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BUDGET BILLING STATEMENT

The table below recaps your Budget Billing activity (including actual charges and Budget Billing payments) since the beginning of your current Budget Billing plan. If you have any questions, please give us a call.

Month		Electric & Gas Charges	+ Installments	+ Other Charges & Credits	=	Total Charges	- Payments/ Adjustments	= Account Balance
Account Balance at		Annual Adjustment					-97.47	-97.47
Feb	20	11.34	0.00	0.00		11.34	-10.00	-96.13
Mar	20	11.34	0.00	0.00		11.34	-10.00	-94.79
Apr	20	11.34	0.00	0.00		11.34	0.00	-83.45
May	20	11.34	0.00	0.00		11.34	-30.00	-102.11
Jun	20	134.48	0.00	0.00		134.48	-20.00	12.37
Jul	20	18.35	0.00	0.00		18.35	-20.00	10.72
Aug	20	19.51	0.00	0.00		19.51	-20.00	10.23
Sep	20	22.87	0.00	0.00		22.87	0.00	33.10
Oct	20	21.59	0.00	0.00		21.59	0.00	54.69
Total		262.16	\$0.00	0.00		262.16	-207.47	

Current Account Balance \$54.69

Your Budget Billing account is scheduled for annual adjustment during the month of January 2021.



SERVICE FOR
EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

EXHIBIT A
ACCOUNT NUMBER [REDACTED]
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Page 1 of 4

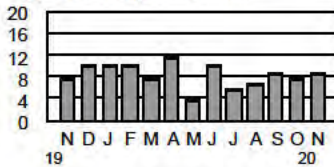
DATE DUE	CREDIT BALANCE
No Payment Due	-\$50.00

CUSTOMER SERVICE 1-800-251-7234
7am - 6pm, Monday - Friday

EMERGENCY SERVICE 1-888-333-4465
24 HOURS A DAY
Gas leaks, downed lines or power outages

NOVEMBER STATEMENT GENERATED ON:
Nov 23 2020

Gas Usage History - Therms



	Nov 19	Nov 20
Therms used	8	9
Days in billing period	29	29
Cost	\$19.55	\$24.33

For a complete set of tools to analyze your usage,
log on to DominionEnergySC.com.

Dominion Energy South Carolina

DominionEnergySC.com

BUDGET BILLING SUMMARY

Previous Bill Amount	\$-20.00
ePayment Received 10/24/20 THANK YOU	-20.00
ePayment Received 11/14/20 THANK YOU	-20.00
Current Budget Billing Amount	10.00
Credit Balance	-\$50.00

No payment is due this month. Your account has a credit balance.

CURRENT ACCOUNT BALANCE

Please refer to the Budget Billing Statement for details. \$39.02

SUMMARY OF CURRENT CHARGES

Gas Charges	\$24.33
Total Current Charges	\$24.33



Dominion Energy remains committed to helping customers who are faced with financial difficulties due to the pandemic. Therefore, we are encouraging all customers who have past due balances to closely evaluate their bill balances now and establish a payment plan to avoid possible disconnection of service. We have both short-term and longer term, interest-free payment plan options. Log into your account at www.dominionenergysc.com to view available options or call us at 1-800-251-7234. We also encourage residential customers to check for available assistance from their local community action agency. Visit dominionenergysc.com/assistance or simply dial 2-1-1 to locate assistance agencies in your area.

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.

Dominion Energy
South Carolina

00000001503 14 BB 328301689 E

EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

PO Box 100255
Columbia, SC 29202-3255

ACCOUNT NUMBER

DATE DUE

No Payment Due

CREDIT BALANCE

-\$50.00

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CUSTOMER SERVICE

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1-800-251-7234

STATEMENT DATE

Nov 23 2020

DATE DUE

No Payment Due

CREDIT BALANCE

-\$50.00

Payment Options

By Mail: Pay by check or money order in the enclosed envelope. Please do not mail cash.

Online: Visit DominionEnergySC.com to pay directly from your bank account or credit card.

By Phone: Call 1-800-450-9160, 24 hours a day, to pay using your credit card, debit card or directly from your bank account. There is a fee of \$3.50 per transaction that BillMatrix receives for providing this service. Additional limitations may apply.

Authorized Payment Agencies:

Visit an authorized payment location near you to pay in person. There is no fee associated with service at an authorized payment location.

ALL SC AND NC WALMARTS

Unauthorized Payment Agencies:

Additional payment centers may exist in your area that are not Dominion Energy authorized payment locations. While these unauthorized locations may accept your Dominion Energy payment, they will charge a fee for doing so, and your payment will be delayed in reaching us.

CURRENT CHARGES

Gas Charges

RATE PLAN

32S - Res Standard Ser

METER READING

Gas Meter read on 11/19/20 at 12:49 pm
(Next scheduled read date 12/21/20)

METER NO.	BILLING PERIOD	DAYS	CURRENT	PREVIOUS	CONSTANT	USAGE (CCF)	BTU FACTOR	THERMS
001264407	10/21/20-11/19/20	29	49	40	1	9	1.0330 =	
Basic Facilities Charge								10.90
Base - First 8 Therms X \$ 1.325980								10.61
Next 1 Therms X (\$ 1.325980 + \$ 0.556110 WNA)								1.88
The Billed WNA Is A Result Of Warmer Than Normal Weather								
Franchise Fee 4.00% Paid To The Town Of Irmo								0.94
Total Gas Charges								\$24.33

If you receive electric or gas service from Dominion Energy South Carolina, Inc. for property located inside municipal limits, your monthly bill includes a charge for "franchise fees". DESC pays a franchise fee to each municipality in return for the right to place its equipment on municipal streets. By law, DESC is required to add these franchise fee changes to the bills of customers who receive service inside municipal limits. DESC does not keep any portion of the franchise fee. This charge goes to the municipality in which you receive electric or gas service.

If your service address is NOT located inside municipal limits, you should not be paying a franchise fee. Please help us by taking a moment to look at your monthly bill. If your bill shows a charge for a franchise fee, but your service address is NOT located inside municipal limits, please call DESC at 1-800-251-7234. Once we verify that your service address is NOT located inside municipal limits, your bill will be corrected and you will receive any refund which may be due.

Our customer service department will be closed Thursday, November 26 and Friday, November 27 for the Thanksgiving holiday. You can make payments and payment arrangements anytime at DominionEnergySC.com. For electric and gas emergencies, call 1-888-333-4465.

CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Nov 23 2020

ACCOUNT NUMBER

DATE DUE

No Payment Due

EXHIBIT A

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Page 3 of 4

CREDIT BALANCE

-\$50.00

Our customer services department will be closed Thursday, December 24 and Friday, December 25 for the Christmas holiday. You can make payments and payment arrangements anytime at DominionEnergySC.com. For electric and gas emergencies, call 1-888-333-4465.

Electronic check conversion. When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

Third Party Notification Program is a safety net that allows others to be aware of a situation that may affect your energy service, especially during extreme weather conditions. This program gives you the option of naming another person (such as a friend, relative, neighbor, clergy or social agency) to receive a copy of any disconnection notice sent to you. ***The third party is not responsible for paying the bill.*** Call 1-800-251-7234 to enroll.

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How the Budget Billing Plan Works

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An annual adjustment is scheduled after you have received 12 monthly bills. At this time, your Budget Billing amount is recalculated based on your actual energy charges over the previous 12 months and the projected cost of energy over the next 12 months. Your payments and charges are then reconciled. If the total of your payments is not enough to cover your actual charges for the previous year (you owe us), you will be given the option to either pay the difference from the previous year in full, or pay the new Budget Billing amount which will include the amount brought forward from the previous year as part of the new monthly payment amount. If your payments are more than your actual charges (we owe you), the credit balance will be applied toward the recalculation of your new Budget Billing amount.

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Please call us if you have any questions. Thank you for choosing the Budget Billing Plan.

BUDGET BILLING STATEMENT

The table below recaps your Budget Billing activity (including actual charges and Budget Billing payments) since the beginning of your current Budget Billing plan. If you have any questions, please give us a call.

Month		Electric & Gas Charges	+ Installments	+ Other Charges & Credits	= Total Charges	- Payments/ Adjustments	= Account Balance
Account Balance at		Annual Adjustment				-97.47	-97.47
Feb	20	11.34	0.00	0.00	11.34	-10.00	-96.13
Mar	20	11.34	0.00	0.00	11.34	-10.00	-94.79
Apr	20	11.34	0.00	0.00	11.34	0.00	-83.45
May	20	11.34	0.00	0.00	11.34	-30.00	-102.11
Jun	20	134.48	0.00	0.00	134.48	-20.00	12.37
Jul	20	18.35	0.00	0.00	18.35	-20.00	10.72
Aug	20	19.51	0.00	0.00	19.51	-20.00	10.23
Sep	20	22.87	0.00	0.00	22.87	0.00	33.10
Oct	20	21.59	0.00	0.00	21.59	-40.00	14.69
Nov	20	24.33	0.00	0.00	24.33	0.00	39.02
Total		286.49	\$0.00	0.00	286.49	-247.47	

Current Account Balance \$39.02

Your Budget Billing account is scheduled for annual adjustment during the month of January 2021.



SERVICE FOR
EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

EXHIBIT A
ACCOUNT NUMBER [REDACTED]
Exhibit No. Page 73 of 92
Page 93 of 113
Page 1 of 3

DATE DUE	CREDIT BALANCE
No Payment Due	-\$60.00

CUSTOMER SERVICE 1-800-251-7234
7am - 6pm, Monday - Friday

EMERGENCY SERVICE 1-888-333-4465
24 HOURS A DAY
Gas leaks, downed lines or power outages

DECEMBER STATEMENT GENERATED ON:
Dec 23 2020

Dominion Energy South Carolina

DominionEnergySC.com

BUDGET BILLING SUMMARY

Previous Bill Amount	\$-50.00
ePayment Received 12/15/20 THANK YOU	-20.00
Current Budget Billing Amount	10.00
Credit Balance	-\$60.00

No payment is due this month. Your account has a credit balance.

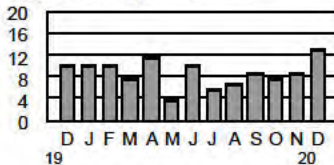
CURRENT ACCOUNT BALANCE

Please refer to the Budget Billing Statement for details. \$48.29

SUMMARY OF CURRENT CHARGES

Gas Charges	\$29.27
Total Current Charges	\$29.27

Gas Usage History - Therms



	Dec 19	Dec 20
Therms used	10	13
Days in billing period	30	32
Cost	\$23.47	\$29.27

For a complete set of tools to analyze your usage,
log on to DominionEnergySC.com.



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PLEASE KEEP THIS PORTION FOR YOUR RECORDS.

Dominion Energy
South Carolina

ACCOUNT NUMBER

DATE DUE

No Payment Due

CREDIT BALANCE

-\$60.00

00000001495 14 BB 358301668 E

EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

PO Box 100255
Columbia, SC 29202-3255



CUSTOMER SERVICE

Exhibit No. Page 94 of 113
ACCOUNT NUMBER Page 2 of 3

1-800-251-7234

STATEMENT DATE

DATE DUE

CREDIT BALANCE

Dec 23 2020

No Payment Due

-\$60.00

Payment Options

By Mail: Pay by check or money order in the enclosed envelope. Please do not mail cash.

Online: Visit DominionEnergySC.com to pay directly from your bank account or credit card.

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CURRENT CHARGES

Gas Charges

RATE PLAN

32S - Res Standard Ser

METER READING

Gas Meter read on 12/21/20 at 08:23 am
(Next scheduled read date 1/22/21)

METER NO.	BILLING PERIOD	DAYS	CURRENT	PREVIOUS	CONSTANT	USAGE (CCF)	BTU FACTOR	THERMS
001264407	11/19/20-12/21/20	32	62	49	1	13	1.0350 =	10.90
Basic Facilities Charge								10.90
Base - 13 Therms X \$ 1.325980								17.24
Franchise Fee 4.00% Paid To The Town Of Irmo								1.13
Total Gas Charges								\$29.27

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Month		Electric & Gas Charges	+ Installments	+ Other Charges & Credits	=	Total Charges	- Payments/ Adjustments	=	Account Balance
Account Balance at		Annual Adjustment					-97.47		-97.47
Feb	20	11.34	0.00	0.00		11.34	-10.00		-96.13
Mar	20	11.34	0.00	0.00		11.34	-10.00		-94.79
Apr	20	11.34	0.00	0.00		11.34	0.00		-83.45
May	20	11.34	0.00	0.00		11.34	-30.00		-102.11
Jun	20	134.48	0.00	0.00		134.48	-20.00		12.37
Jul	20	18.35	0.00	0.00		18.35	-20.00		10.72
Aug	20	19.51	0.00	0.00		19.51	-20.00		10.23
Sep	20	22.87	0.00	0.00		22.87	0.00		33.10
Oct	20	21.59	0.00	0.00		21.59	-40.00		14.69
Nov	20	24.33	0.00	0.00		24.33	-20.00		19.02
Dec	20	29.27	0.00	0.00		29.27	0.00		48.29
Total		315.76	\$0.00	0.00		315.76	-267.47		

Current Account Balance \$48.29

Your Budget Billing account is scheduled for annual adjustment during the month of January 2021.



SERVICE FOR

EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

EXHIBIT A
ACCOUNT NUMBER [REDACTED] Page 1 of 5
Page 96 of 113

DATE DUE

Feb 12 2021

AMOUNT DUE

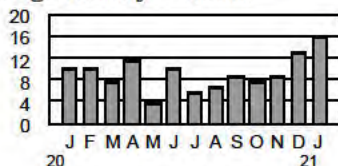
\$10.00

CUSTOMER SERVICE 1-800-251-7234
7am - 6pm, Monday - Friday

EMERGENCY SERVICE 1-888-333-4465
24 HOURS A DAY
Gas leaks, downed lines or power outages

JANUARY STATEMENT GENERATED ON:
Jan 26 2021

Gas Usage History - Therms



	Jan 20	Jan 21
Therms used	10	16
Days in billing period	34	32
Cost	\$25.97	\$31.27

For a complete set of tools to analyze your usage,
log on to DominionEnergySC.com.

Dominion Energy South Carolina

DominionEnergySC.com

Budget Billing Anniversary Month

During the past 12 months, you have avoided the ups and downs of seasonal utility bills by being among the thousands of customers who budget their payments on our Budget Billing Plan. Your new Budget Billing year will begin next month. Using actual energy charges and the projected cost of energy, we have recalculated your new monthly payment amount.

You have a choice in determining your new Budget Billing monthly amount. Your two options for payment are shown below and described in detail in the **Budget Billing Annual Adjustment** page on your bill. Please feel free to contact us if you have any questions.

YOUR PAYMENT THIS MONTH

Budget Billing Option 1

Current Budget Billing	\$10.00
Amount Due on 2/12/21	\$10.00

Payment of \$10.00 will result in a new Budget Billing amount of \$30.00 beginning next month.

Budget Billing Option 2

Current Account Balance	\$59.56
Amount Due on 2/12/21	\$59.56

Payment of \$59.56 will result in a new Budget Billing amount of \$26.00 beginning next month.

BUDGET BILLING SUMMARY

Previous Bill Amount	\$-60.00
ePayment Received 01/14/21 THANK YOU	-20.00
Adjustments	+ 80.00
Current Budget Billing Amount	10.00
Total Amount Due	\$10.00

A late payment charge of 1.5% may be added to any balance remaining 25 days after billing.
Any remaining balance after 5pm on 2/23/21 is subject to late payment charges.

CURRENT ACCOUNT BALANCE

Please refer to the Budget Billing Statement for details.	\$59.56
---	---------

SUMMARY OF CURRENT CHARGES

Gas Charges	\$31.27
Total Current Charges	\$31.27

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT, MAKING SURE THE RETURN ADDRESS SHOWS IN THE ENVELOPE WINDOW.

Dominion Energy
South Carolina

00000001467 14 BB 026301634 E

EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

PO Box 100255
Columbia, SC 29202-3255

ACCOUNT NUMBER

DATE DUE

Feb 12 2021

AMOUNT DUE

\$10.00

Please enter amount enclosed.

\$

Write account number on check.

ELECTRONICALLY FILED - 2021 July 13 8:01 AM - SCSPSC - Docket # 2021-111-G - Page 104 of 121



CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Jan 26 2021

ACCOUNT NUMBER

DATE DUE

Feb 12 2021

AMOUNT DUE

\$10.00

Payment Options

By Mail: Pay by check or money order in the enclosed envelope. Please do not mail cash.

Online: Visit DominionEnergySC.com to pay directly from your bank account or credit card.

By Phone: Call 1-800-450-9160, 24 hours a day, to pay using your credit card, debit card or directly from your bank account. There is a fee of \$3.50 per transaction that BillMatrix receives for providing this service. Additional limitations may apply.

Authorized Payment Agencies:

Visit an authorized payment location near you to pay in person. There is no fee associated with service at an authorized payment location.

ALL SC AND NC WALMARTS

Unauthorized Payment Agencies:

Additional payment centers may exist in your area that are not Dominion Energy authorized payment locations. While these unauthorized locations may accept your Dominion Energy payment, they will charge a fee for doing so, and your payment will be delayed in reaching us.



Dominion Energy remains committed to helping customers who are faced with financial difficulties due to the pandemic. Therefore, we are encouraging all customers who have past due balances to closely evaluate their bill balances now and establish a payment plan to avoid possible disconnection of service. We have both short-term and longer term, interest-free payment plan options. Log into your account at www.dominionenergysc.com to view available options or call us at 1-800-251-7234. We also encourage residential customers to check for available assistance from their local community action agency. Visit dominionenergysc.com/assistance or simply dial 2-1-1 to locate assistance agencies in your area.

CURRENT CHARGES

Gas Charges

RATE PLAN

32S - Res Standard Ser

METER READING

Gas Meter read on 01/22/21 at 09:43 am
(Next scheduled read date 2/19/21)

METER NO.	BILLING PERIOD	DAYS	CURRENT	PREVIOUS	CONSTANT	USAGE (CCF)	BTU FACTOR	THERMS
001264407	12/21/20-01/22/21	32	77	62	1	15	1.0350 =	16
Basic Facilities Charge								10.90
Base - 16 Therms X \$ 1.257440 - \$ 0.95								19.17
Franchise Fee 4.00% Paid To The Town Of Irmo								1.20
Total Gas Charges								\$31.27

ADJUSTMENTS

Prepayment of Budget Billing	80.00
Total Adjustments	\$80.00

CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Jan 26 2021

EXHIBIT A
Exhibit No. Page 3 of 5
ACCOUNT NUMBER Page 98 of 113

DATE DUE

Feb 12 2021

AMOUNT DUE

\$10.00

In its order approving SCANA Corporation's merger with Dominion Energy, Inc., the Public Service Commission of South Carolina ordered Dominion Energy South Carolina to provide an annual bill credit to natural gas customers in 2019, 2020, and 2021. The final credit for 2021 has been applied to this month's bill.

Electronic check conversion. When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

Third Party Notification Program is a safety net that allows others to be aware of a situation that may affect your energy service, especially during extreme weather conditions. This program gives you the option of naming another person (such as a friend, relative, neighbor, clergy or social agency) to receive a copy of any disconnection notice sent to you. ***The third party is not responsible for paying the bill.*** Call 1-800-251-7234 to enroll.

ELECTRONICALLY FILED - 2021 July 13 8:01 AM - SCPSC - Docket # 2021-111-G - Page 106 of 121



How the Budget Billing Plan Works

Budget Billing is conveniently designed for you to pay the same amount each month for 12 consecutive months. Changes to the monthly Budget Billing amount may be made during the year if rate changes occur, if you add additional services to your account, or if your actual usage changes significantly.

An annual adjustment is scheduled after you have received 12 monthly bills. At this time, your Budget Billing amount is recalculated based on your actual energy charges over the previous 12 months and the projected cost of energy over the next 12 months. Your payments and charges are then reconciled. If the total of your payments is not enough to cover your actual charges for the previous year (you owe us), you will be given the option to either pay the difference from the previous year in full, or pay the new Budget Billing amount which will include the amount brought forward from the previous year as part of the new monthly payment amount. If your payments are more than your actual charges (we owe you), the credit balance will be applied toward the recalculation of your new Budget Billing amount.

Budget Billing payments must be made in full by the due date to avoid a late payment charge of 1.5% of the outstanding billed and unpaid balance and/or being removed from the Budget Billing Plan.

Please call us if you have any questions. Thank you for choosing the Budget Billing Plan.

BUDGET BILLING STATEMENT

The table below recaps your Budget Billing activity (including actual charges and Budget Billing payments) since the beginning of your current Budget Billing plan. If you have any questions, please give us a call.

Month		Electric & Gas Charges	+ Installments	+ Other Charges & Credits	= Total Charges	- Payments/ Adjustments	= Account Balance
Account Balance at		Annual Adjustment				-97.47	-97.47
Feb	20	11.34	0.00	0.00	11.34	-10.00	-96.13
Mar	20	11.34	0.00	0.00	11.34	-10.00	-94.79
Apr	20	11.34	0.00	0.00	11.34	0.00	-83.45
May	20	11.34	0.00	0.00	11.34	-30.00	-102.11
Jun	20	134.48	0.00	0.00	134.48	-20.00	12.37
Jul	20	18.35	0.00	0.00	18.35	-20.00	10.72
Aug	20	19.51	0.00	0.00	19.51	-20.00	10.23
Sep	20	22.87	0.00	0.00	22.87	0.00	33.10
Oct	20	21.59	0.00	0.00	21.59	-40.00	14.69
Nov	20	24.33	0.00	0.00	24.33	-20.00	19.02
Dec	20	29.27	0.00	0.00	29.27	-20.00	28.29
Jan	21	31.27	0.00	0.00	31.27	0.00	59.56
Total		347.03	\$0.00	0.00	347.03	-287.47	

Current Account Balance \$59.56

Your Budget Billing account is scheduled for annual adjustment during the month of January 2022.



BUDGET BILLING ANNUAL ADJUSTMENT

NEXT ANNIVERSARY

January 2022

Each time your Budget Billing plan is renewed, the payment amount is adjusted to reflect anticipated usage and costs over the upcoming 12 months. This recalculation is based on your actual usage over the previous 12 months and the projected cost of energy over the coming 12 months. Also, if there is a difference between what you paid over the past 12 months (total payments) and what your energy would have cost if you had not been on Budget Billing (actual charges), it is included in the payment calculation. If the total of your payments was not enough to cover your actual charges for the previous year (you owe us), you will be given the option to either pay the difference from the previous year in full, or pay the new Budget Billing amount which will include the amount brought forward from the previous year as part of the new monthly payment amount. If your payments were more than your actual charges (we owe you), the credit balance will be applied toward the recalculation of your new Budget Billing amount.

How we calculated your new Budget Billing amount

1. We projected your cost for the next 12 months by using your actual energy charges, and the projected energy cost for the next 12 months, as shown in the following table:

Projected Costs for the Next 12 months**PROJECTED COST OF GAS SERVICE**

Month	Therms Used	Projected Cost
Jan 21	16	34.40
Dec 20	13	32.20
Nov 20	9	26.76
Oct 20	8	23.75
Sep 20	9	25.16
Aug 20	7	21.46
Jul 20	6	20.19
Jun 20	10	24.77
May 20	4	17.39
Apr 20	12	30.00
Mar 20	8	22.40
Feb 20	10	26.50

Total Projected Gas Cost \$304.98

2. We calculated your Total Projected Cost by adding your projected energy costs to any other regularly recurring charges you have and then we adjusted the total, based on your "Current Account Balance."

New Budget Billing Amount Calculation

Total Projected Gas Cost	\$304.98
Unpaid Balance From Last Year	49.56
Total Projected Cost	\$354.54

3. We then calculated your new Budget Billing amount by the following formula:

$$\text{Total Projected cost} / 12 \text{ months (rounded up to the next whole dollar)} = \$30.00$$

You may choose Option 1 or Option 2, below:

New Budget Billing Amount - Option 1

\$30.00

Pay \$10.00 this month, and your **new** Budget Billing Amount **beginning next month** will be \$30.00.

New Budget Billing Amount - Option 2

\$26.00

Pay \$59.56 this month, and your **new** Budget Billing Amount **beginning next month** will be \$26.00.



SERVICE FOR
EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

EXHIBIT A
ACCOUNT NUMBER [REDACTED]
Page 101 of 113
Page 1 of 3

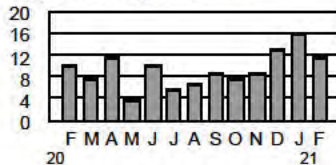
DATE DUE	AMOUNT DUE
Mar 16 2021	\$26.00

CUSTOMER SERVICE 1-800-251-7234
7am - 6pm, Monday - Friday

EMERGENCY SERVICE 1-888-333-4465
24 HOURS A DAY
Gas leaks, downed lines or power outages

FEBRUARY STATEMENT GENERATED ON:
Feb 23 2021

Gas Usage History - Therms



	Feb 20	Feb 21
Therms used	10	12
Days in billing period	29	28
Cost	\$24.09	\$26.09

For a complete set of tools to analyze your usage,
log on to DominionEnergySC.com.

Dominion Energy South Carolina

DominionEnergySC.com

BUDGET BILLING SUMMARY

Previous Bill Amount	\$10.00
ePayment Received 02/13/21 THANK YOU	-59.56
Adjustments	+49.56
Current Budget Billing Amount	26.00

Amount Due \$26.00

A late payment charge of 1.5% may be added to any balance remaining 25 days after billing.
Any remaining balance after 5pm on 3/25/21 is subject to late payment charges.

CURRENT ACCOUNT BALANCE

Please refer to the Budget Billing Statement for details. \$26.09

SUMMARY OF CURRENT CHARGES

Gas Charges	\$26.09
Total Current Charges	\$26.09

CURRENT CHARGES

Gas Charges

RATE PLAN
32S - Res Standard Ser

METER READING
Gas Meter read on 02/19/21 at 11:03 am
(Next scheduled read date 3/23/21)

METER NO.	BILLING PERIOD	DAYS	CURRENT	PREVIOUS	CONSTANT	USAGE (CCF)	BTU FACTOR	THERMS
001264407	01/22/21-02/19/21	28	89	77	1	12	1.0310 =	12.11

Basic Facilities Charge	10.90
Base - 12 Therms X \$ 1.182300	14.16
Franchise Fee 4.00% Paid To The Town Of Irmo	1.00

Total Gas Charges \$26.09

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT, MAKING SURE THE RETURN ADDRESS SHOWS IN THE ENVELOPE WINDOW.

Dominion Energy
South Carolina

00000001463 14 BB 054301669 E

EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

PO Box 100255
Columbia, SC 29202-3255

ACCOUNT NUMBER

DATE DUE

Mar 16 2021

AMOUNT DUE

\$26.00

Please enter amount enclosed.

\$

Write account number on check.

ELECTRONICALLY FILED - 2021 July 13 8:01 AM - SCFSC - Docket # 2021-1156 Page 109 of 121

CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Feb 23 2021

Exhibit No. Page 102 of 113
ACCOUNT NUMBER Page 2 of 3

DATE DUE	AMOUNT DUE
Mar 16 2021	\$26.00

Payment Options

By Mail: Pay by check or money order in the enclosed envelope. Please do not mail cash.

Online: Visit DominionEnergySC.com to pay directly from your bank account or credit card.

By Phone: Call 1-800-450-9160, 24 hours a day, to pay using your credit card, debit card or directly from your bank account. There is a fee of \$3.50 per transaction that BillMatrix receives for providing this service. Additional limitations may apply.

Authorized Payment Agencies:

Visit an authorized payment location near you to pay in person. There is no fee associated with service at an authorized payment location.

ALL SC AND NC WALMARTS

Unauthorized Payment Agencies:

Additional payment centers may exist in your area that are not Dominion Energy authorized payment locations. While these unauthorized locations may accept your Dominion Energy payment, they will charge a fee for doing so, and your payment will be delayed in reaching us.

ADJUSTMENTS

Account Balance Prepay	49.56
Total Adjustments	\$49.56

Electronic check conversion. When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

Third Party Notification Program is a safety net that allows others to be aware of a situation that may affect your energy service, especially during extreme weather conditions. This program gives you the option of naming another person (such as a friend, relative, neighbor, clergy or social agency) to receive a copy of any disconnection notice sent to you. ***The third party is not responsible for paying the bill.*** Call 1-800-251-7234 to enroll.

How the Budget Billing Plan Works

Budget Billing is conveniently designed for you to pay the same amount each month for 12 consecutive months. Changes to the monthly Budget Billing amount may be made during the year if rate changes occur, if you add additional services to your account, or if your actual usage changes significantly.

An annual adjustment is scheduled after you have received 12 monthly bills. At this time, your Budget Billing amount is recalculated based on your actual energy charges over the previous 12 months and the projected cost of energy over the next 12 months. Your payments and charges are then reconciled. If the total of your payments is not enough to cover your actual charges for the previous year (you owe us), you will be given the option to either pay the difference from the previous year in full, or pay the new Budget Billing amount which will include the amount brought forward from the previous year as part of the new monthly payment amount. If your payments are more than your actual charges (we owe you), the credit balance will be applied toward the recalculation of your new Budget Billing amount.

Budget Billing payments must be made in full by the due date to avoid a late payment charge of 1.5% of the outstanding billed and unpaid balance and/or being removed from the Budget Billing Plan.

Please call us if you have any questions. Thank you for choosing the Budget Billing Plan.

BUDGET BILLING STATEMENT

The table below recaps your Budget Billing activity (including actual charges and Budget Billing payments) since the beginning of your current Budget Billing plan. If you have any questions, please give us a call.

Month	Electric & Gas Charges	+ Installments	+ Other Charges & Credits	=	Total Charges	- Payments/Adjustments	=	Account Balance
Account Balance at Annual Adjustment								0.00
Feb 21	26.09	0.00	0.00		26.09	0.00		26.09
Total	26.09	\$0.00	0.00		26.09	0.00		

Current Account Balance \$26.09

Your Budget Billing account is scheduled for annual adjustment during the month of January 2022.



SERVICE FOR
EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

EXHIBIT A
Exhibit No. Page 104 of 113
ACCOUNT NUMBER
Page 1 of 3

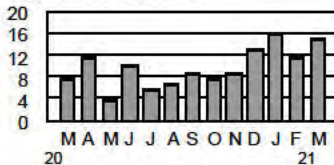
DATE DUE	AMOUNT DUE
Apr 14 2021	\$26.00

CUSTOMER SERVICE 1-800-251-7234
7am - 6pm, Monday - Friday

EMERGENCY SERVICE 1-888-333-4465
24 HOURS A DAY
Gas leaks, downed lines or power outages

MARCH STATEMENT GENERATED ON:
Mar 25 2021

Gas Usage History - Therms



	Mar 20	Mar 21
Therms used	8	15
Days in billing period	32	32
Cost	\$20.36	\$30.36

For a complete set of tools to analyze your usage,
log on to DominionEnergySC.com.

Dominion Energy South Carolina

DominionEnergySC.com

BUDGET BILLING SUMMARY

Previous Bill Amount	\$26.00
ePayment Received 03/17/21 THANK YOU	-26.00
Current Budget Billing Amount	26.00

Amount Due \$26.00

A late payment charge of 1.5% may be added to any balance remaining 25 days after billing.
Any remaining balance after 5pm on 4/23/21 is subject to late payment charges.

CURRENT ACCOUNT BALANCE

Please refer to the Budget Billing Statement for details. \$30.45

SUMMARY OF CURRENT CHARGES

Gas Charges	\$30.36
Total Current Charges	\$30.36

CURRENT CHARGES

Gas Charges

RATE PLAN
32S - Res Standard Ser

METER READING

Gas Meter read on 03/23/21 at 09:33 am
(Next scheduled read date 4/21/21)

METER NO.	BILLING PERIOD	DAYS	CURRENT	PREVIOUS	CONSTANT	USAGE (CCF)	BTU FACTOR	THERMS
001264407	02/19/21-03/23/21	32	103	89	1	14	1.0360 =	11.17
Basic Facilities Charge								10.90
Base - First 8 Therms X \$ 1.182300								9.46
Next 7 Therms X (\$ 1.182300 + \$ 0.079440 WNA)								8.83
The Billed WNA Is A Result Of Warmer Than Normal Weather								
Franchise Fee 4.00% Paid To The Town Of Irmo								1.17
Total Gas Charges								\$30.36

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT, MAKING SURE THE RETURN ADDRESS SHOWS IN THE ENVELOPE WINDOW.

Dominion Energy
South Carolina

00000001447 14 BB 084301614 E

EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

PO Box 100255
Columbia, SC 29202-3255

ACCOUNT NUMBER

DATE DUE

Apr 14 2021

AMOUNT DUE

\$26.00

Please enter amount enclosed.

\$

Write account number on check.

ELECTRONICALLY FILED - 2021 July 13 8:01 AM - SCPSC - Docket # 2021-111-G - Page 112 of 121

CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Mar 25 2021

ACCOUNT NUMBER

DATE DUE
Apr 14 2021

AMOUNT DUE

\$26.00

Payment Options

By Mail: Pay by check or money order in the enclosed envelope. Please do not mail cash.

Online: Visit DominionEnergySC.com to pay directly from your bank account or credit card.

By Phone: Call 1-800-450-9160, 24 hours a day, to pay using your credit card, debit card or directly from your bank account. There is a fee of \$3.50 per transaction that BillMatrix receives for providing this service. Additional limitations may apply.

Authorized Payment Agencies:

Visit an authorized payment location near you to pay in person. There is no fee associated with service at an authorized payment location.

ALL SC AND NC WALMARTS

Unauthorized Payment Agencies:

Additional payment centers may exist in your area that are not Dominion Energy authorized payment locations. While these unauthorized locations may accept your Dominion Energy payment, they will charge a fee for doing so, and your payment will be delayed in reaching us.

Our customer service department will be closed Friday, April 2, in observance of the Good Friday holiday. You can make payments and payment arrangements anytime at DominionEnergySC.com. For electric and gas emergencies, call 1-888-333-4465.

Electronic check conversion. When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

Third Party Notification Program is a safety net that allows others to be aware of a situation that may affect your energy service, especially during extreme weather conditions. This program gives you the option of naming another person (such as a friend, relative, neighbor, clergy or social agency) to receive a copy of any disconnection notice sent to you. ***The third party is not responsible for paying the bill.*** Call 1-800-251-7234 to enroll.

How the Budget Billing Plan Works

Budget Billing is conveniently designed for you to pay the same amount each month for 12 consecutive months. Changes to the monthly Budget Billing amount may be made during the year if rate changes occur, if you add additional services to your account, or if your actual usage changes significantly.

An annual adjustment is scheduled after you have received 12 monthly bills. At this time, your Budget Billing amount is recalculated based on your actual energy charges over the previous 12 months and the projected cost of energy over the next 12 months. Your payments and charges are then reconciled. If the total of your payments is not enough to cover your actual charges for the previous year (you owe us), you will be given the option to either pay the difference from the previous year in full, or pay the new Budget Billing amount which will include the amount brought forward from the previous year as part of the new monthly payment amount. If your payments are more than your actual charges (we owe you), the credit balance will be applied toward the recalculation of your new Budget Billing amount.

Budget Billing payments must be made in full by the due date to avoid a late payment charge of 1.5% of the outstanding billed and unpaid balance and/or being removed from the Budget Billing Plan.

Please call us if you have any questions. Thank you for choosing the Budget Billing Plan.

BUDGET BILLING STATEMENT

The table below recaps your Budget Billing activity (including actual charges and Budget Billing payments) since the beginning of your current Budget Billing plan. If you have any questions, please give us a call.

Month		Electric & Gas Charges	+ Installments	+ Other Charges & Credits	=	Total Charges	- Payments/ Adjustments	=	Account Balance
Account Balance at		Annual Adjustment							0.00
Feb	21	26.09	0.00	0.00		26.09	-26.00		0.09
Mar	21	30.36	0.00	0.00		30.36	0.00		30.45
Total		56.45	\$0.00	0.00		56.45	-26.00		
Current Account Balance									\$30.45

Your Budget Billing account is scheduled for annual adjustment during the month of January 2022.



Dominion Energy South Carolina
PO Box 100255
Columbia, SC 29202
DominionEnergySC.com

May 27, 2020

EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

Re: Service Address: 501 DONCASTER DR

EILEEN R KING:

Our customers' accounts are continually reviewed to ensure accurate billing. We recently reviewed your natural gas account and identified a possible billing problem with the current usage being inconsistent with the past history. As a result of this review, we have examined your gas meter and found it to be defective and inaccurately registering your gas usage. This defect, unfortunately, has resulted in an under billing of your natural gas usage for 12 months.

We have estimated this under billing amount based upon your prior usage history during similar periods and determined this amount to be approximately \$117.50 plus applicable taxes for that 12 month period. The next bill you receive will reflect the estimated billing for the period in which the meter malfunctioned.

At your request, this estimated amount can be billed in equal increments over a 6 month period to assist in your payment.

We certainly apologize for any inconvenience this may have caused you. If you have any questions or need additional information, please call us at 1-800-251-7234 Monday through Friday from 9am to 5pm.

Sincerely,

Dominion Energy Customer Service

Gas - Zero Usage Calculations										
Month	Read Date	# Days in Billing Cycle	2018/19 Average Temp	2017/18 Average Temp	Temperature Difference for 2018/19	2017/18 Actual CCF's Used	2018/19 Estimate d CCF's Used	% off	Amount Billed Per Month	Price Per Therm
Jun'19	06/20/19	29	71	73	-3%	13	13	7	\$ 7.56	\$ 1.08
Jul'19	07/23/19	33	81	80	1%	10	10	7	\$ 7.56	\$ 1.08
Aug'19	08/22/19	30	84	83	1%	10	10	6	\$ 6.48	\$ 1.08
Sep'19	09/20/19	29	80	80	0%	9	9	5	\$ 5.40	\$ 1.08
Oct'19	10/21/19	31	83	81	2%	8	8	7	\$ 7.56	\$ 1.08
Nov'19	11/19/19	29	76	74	3%	10	10	8	\$ 8.32	\$ 1.04
Dec'19	12/19/19	30	47	51	-8%	11	12	10	\$ 12.24	\$ 1.22
Jan'20	01/22/20	34	50	53	-6%	18	19	10	\$ 15.57	\$ 1.56
Feb'20	02/20/22	29	50	52	-4%	18	19	10	\$ 12.75	\$ 1.28
Mar'20	03/23/20	32	54	56	-4%	17	18	8	\$ 9.02	\$ 1.13
Apr'20	04/21/20	29	61	64	-5%	15	16	12	\$ 15.93	\$ 1.33
May'20	05/22/20	31	73	66	11%	6	5	4	\$ 4.47	\$ 1.12
Total:									\$ 112.86	
Name: King Address: 501 Doncaster Dr Local Office: Account XXXXXXXXXX									Stopped Mtr # : 966374 Date Changed: 5/22/2020	



April 21, 2021

VIA ELECTRONIC FILING

Jerisha Dukes, Esquire
Public Service Commission of South Carolina
101 Executive Center Drive
Columbia, South Carolina 29210

RE: Hardy King v. Dominion Energy South Carolina, Inc.
Reply to Mr. King's Response to Motion to Dismiss and Answer of
Dominion Energy South Carolina, Inc.
Docket No. 2021-111-G

Dear Ms. Dukes:

On or about April 20, 2021, Mr. Hardy King filed a response ("Response") to the Motion to Dismiss and Answer of Dominion Energy South Carolina, Inc. ("DESC" or "Company") in the above-referenced docket. By this letter, DESC hereby replies to certain arguments raised in the Response.

I. Applicability of Commission Regulation 103-440(1).

In his Response, Mr. King claims that DESC "should have only been allowed to charge [him] for 6 months, not 12, based on his interpretation of Commission Regulation 103-440. Specifically, and for the first time, Mr. King points to 103-440(1), which applies only in cases of fast or slow meters. Mr. King's reliance on this section is misplaced. As his wife's bills for natural gas service (which were attached as Exhibit A to the Company's Motion to Dismiss and Answer) demonstrate, Mr. King's meter was not registering fast or slow—it was not registering any usage at all for a 12-month period. Because this was not a case of a fast or slow meter, Regulation 103-440(1) is inapplicable.¹ The applicable regulation is Commission Regulation

¹ That regulation also requires that the customer request that the meter be tested. Commission Regulation 103-440(1)(a) (providing "such meter shall be tested upon request of the customer" (emphasis added)). Mr. King never requested as such and does not allege either in his Complaint or in his Response that he requested a meter test. In fact, Mr. King now asserts in his Response that he "never knew the meter was faulty until [DESC] knocked on the door and told me they were going to replace it"; if true, he would have had no reason to request such a test. Regardless, a meter test was unnecessary because the meter was not registering any usage for a 12-month period.

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103-440(6), and Mr. King is responsible for 12 months of undercharges based on the estimated usage. Mr. King is not entitled to free natural gas service.

II. Mr. King's Ability to Pay in Installments

In his Response, Mr. King asserts, based on Commission Regulation 103-440(6)(c), that DESC "should have allowed [him] to make 12 monthly payments to pay the deficiency instead of them taking the payment out of [his] surplus." However, Ms. King was offered the opportunity to pay the deficient amount in installments, but chose not to do so. Specifically, in its May 27, 2020 letter (which was attached as Exhibit B to the Company's Motion to Dismiss and Answer), DESC offered Ms. King the opportunity to pay the estimated undercharged amount in installments: "At your request, this estimated amount can be billed in equal increments over a 6 month period to assist in your payment." DESC acknowledges that the May 27 letter inadvertently referenced a "6 month period" over which Ms. King could elect to pay in the undercharged amount in installments; the letter should have provided a "12 month period" for Ms. King to pay the \$112.86 in undercharges. However, the fact remains that DESC offered Ms. King the ability to pay in installments and she chose not to do so. Mr. King cannot now choose to pay in installments almost 11 months after the fact.

Moreover, Commission Regulation 103-440(6)(c) does not change the fact that Mr. King is responsible for all 12 months of undercharges, which is the central issue in his Complaint.

III. Mr. King's Statement to Ms. Hux Concerning His Knowledge that the Meter was not Functioning Properly

In his Response, Mr. King states that "Ms. Hux did not aver" that Mr. King stated that he knew that his natural gas meter was not functioning properly but that he did not notify DESC because it was the utility's responsibility to identify the problem and correct it. To be clear, Ms. Hux verification states plainly that she "ha[s] read the Motion to Dismiss and Answer and verif[ies] that the information contained therein is true and accurate to best of my knowledge, information and belief." In other words, Ms. Hux stands by the allegation that Mr. King did in fact make the alleged statement to her. Nevertheless, this factual dispute is irrelevant to the Company's Motion to Dismiss because DESC has not asserted that Commission Regulation 103-440(4)(a) is applicable here.

IV. The Alleged Possibility of \$100 Credit

Finally, in his Response, Mr. King "stick[s] by [his] previous statement . . . the one lady I spoke to was going to try and get a credit in the amount of \$100." Although

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DESC denies this allegation, whether such an offer was made is irrelevant to the Company's Motion to Dismiss. Even if true, Mr. King has only alleged that the lady "was going to try" to get a \$100 credit. An attempt by the representative to get a \$100 credit would have been futile because the law requires that the Company collect a full twelve months of undercharges. See Commission Regulation 103-440(6).

Conclusion

In short, both Mr. King and the Company continue to agree on the relevant facts: the natural gas meter at 501 Doncaster Drive "went bad" and was "replaced," and the Company assessed Ms. King's account \$112.86 in undercharges based on an estimated usage over a twelve-month period. Where, as here, a customer has been undercharged as a result of a human or machine error, Commission Regulation 103-440(6) specifically provides that DESC ***shall*** recover the deficient amount for a twelve-month period based on an appropriate estimated usage. That is what DESC did. Mr. King's Complaint should be dismissed.

By copy of this letter, we are serving this reply upon Mr. King as well as counsel for the ORS and enclose a certificate of service to that effect.

If you have any questions or concerns, please do not hesitate to contact us.

Very truly yours,



Matthew W. Gissendanner

MWG/kms
Enclosure

cc: Mr. Hardy King
Andrew M. Bateman, Esquire
Lessie C. Hammonds, Esquire
(all via electronic mail and U.S. First Class Mail w/ enclosure)

BEFORE
THE PUBLIC SERVICE COMMISSION OF
SOUTH CAROLINA
DOCKET NO. 2021-111-G

IN RE:

Hardy King,)
)
Complainant/Petitioner,)
)
v.)
)
Dominion Energy South Carolina, Inc.,)
)
Defendant/Respondent.)
_____)

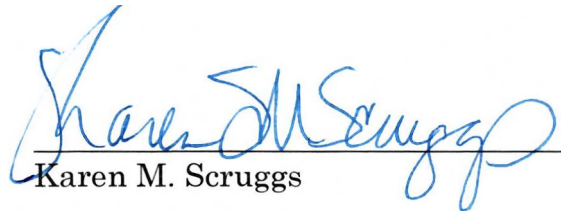
**CERTIFICATE OF
SERVICE**

This is to certify that I have caused to be served this day copies of **Dominion Energy South Carolina, Inc.’s Reply to Mr. King’s Response to Motion to Dismiss and Answer** to the persons named below at the addresses set forth via U.S. First Class Mail and electronic mail:

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Karen M. Scruggs

Columbia, South Carolina

This 21st day of April, 2021